

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Bute House Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact either of the following 2 official bodies:

NHS England, PO Box 16738, Redditch, B97 9PT ,
england.contactus@nhs.net – For the attention of The Complaints Manager. Tel 0300 311 2233

Or Clinical Commissioning Group, Vespasian House,
Bridport Road, Dorchester, Dorset DT1 1TS

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:
<http://www.cqc.org.uk>

DORSET ADVOCACY & OMBUDSMAN

DORSET ADVOCACY

The Dorset Advocacy is a free and independent service that listens, offers support and representation to people who are unhappy about their experience with the NHS. You can call them on 0300 343 7000, email nhscomplaints@dorsetadvocacy.co.uk or visit www.dorsetadvocacy.co.uk

OMBUDSMAN

If you have not received a satisfactory response from this practice, your local Clinical Commissioning Group, or NHS England, you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk>
Textphone (Minicom): 0300 061 4298



Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr R Childs
Dr C Middle
Dr E Long
Dr K Thomas
Mrs A Kimber (Practice Manager)

Please Take a Copy

(Revised 01.11.2016)

