

If you remain dissatisfied following local resolution you have the right to ask the Ombudsman to independently review your case. This should be done by writing within 2 months to

The Health Service Ombudsman, Millbank Tower,

Millbank, London, SW1P 4QP 0845 0154033

E-mail:- phso.enquiries@ombudsman.org.uk

Website:- www.ombudsman.org.uk

You may also wish to contact Hampshire Healthwatch who provide an independent NHS complaints advocacy service a to people if they have a complaint regarding their NHS treatment. Please see contact information below:

Helpline no: 01962 440262

Email address: enquiries@healthwatchhampshire.co.uk

or via their website at

www.healthwatchhampshire.co.uk

If you would like to complain about another NHS service, please contact the

West Hampshire Clinical Commissioning Group:

Patient Experience & Complaints

West Hampshire CCG

Omega House

112 Southampton Road

Eastleigh SO50 5PB

0800 456 1633

WHCCG.YourFeedback@NHS.net

Or see our separate Complaints Leaflet for their individual contact information.

New Forest Central Medical Group
Sway and Brockenhurst Surgeries

Patient Information Leaflet



Station Road
Sway
Hampshire SO41 6BA

Highwood Road
Brockenhurst
Hampshire SO42 7RY

Tel: 01590 682617
Fax: 01590 682839

Tel : 01590 622272
Fax: 01590 625432

www.newforestmedicalgroup.co.uk

Practice Complaints Procedure

E-mail: WHCCG.NFCMG-enquiries@nhs.net