

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](mailto:phso.enquiries@ombudsman.org.uk)**

**Website:- [www.ombudsman.org.uk](http://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](mailto:enquiries@healthwatchhampshire.co.uk)**

**or via their website at**

**[www.healthwatchhampshire.co.uk](http://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](mailto: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](http://www.newforestmedicalgroup.co.uk)

# Practice Complaints Procedure

**E-mail: [WHCCG.NFCMG-enquiries@nhs.net](mailto:WHCCG.NFCMG-enquiries@nhs.net)**

We always try to give you the best services possible, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the service you have received from the doctors or any of the staff working in the practice.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned, or by an informal discussion with the Patient Services Manager. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible. – ideally, within a matter of days.

Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary put right, any problems you have identified or mistakes that have been made.

Complaints should be addressed to the Assistant Practice Manager, Miss Naomi Everest, and sent via email or post. (See contact details on front of leaflet). Alternatively, you may ask for an appointment with Miss Everest in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

We shall acknowledge your complaint in writing within three working days and give you a suggested time frame of when to expect our reply. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- ◇ find out what happened and what went wrong:
- ◇ make it possible for you to discuss the problem with those concerned, if you would like this:
- ◇ make sure you receive an apology, where this is appropriate:
- ◇ identify what we can do to make sure the problem doesn't happen again.

Please note that we have to respect our duty of confidentiality to patients and the written consent of the patient concerned will be necessary if a complaint is not made in person by that patient.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice, but this does not affect your right to approach **NHS England**. If you feel that you do not want to raise your complaint with us you should contact:



**NHS England  
PO Box 16738  
REDDITCH  
B97 9PT**



**Helpline 0300 311 2233**



**E-mail— [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
(please write 'For the attention of the  
Complaints Manager' in the subject line)**