

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**

Patient Information Leaflet



Station Road
Sway
Hampshire SO41 6BA

Highwood Road
Brockenhurst
Hampshire SO42 7RY

Tel: 01590 682617

Tel : 01590 622272

www.newforestmedicalgroup.co.uk

Practice Complaints Procedure

E-mail: hiowicb-hsi.nfcmg-enquiries@nhs.net

New Forest Central Medical Group
Sway and Brockenhurst Surgeries

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 can be sent via email or post. (See contact details on front of leaflet). Alternatively, you may ask for an appointment in order to discuss your concerns. The complaints procedure will be explained to you and we 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 five 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 **our Service Commissioner**. If you feel that you do not want to raise your complaint with us you should contact:

**South East Complaints Hub
NHS Frimley ICB
Aldershot Centre for Health
Hospital Hill
Aldershot
Hampshire GU11 1AY**

Helpline 0300 561 0290

E-mail: frimleyicb.southeastcomplaints@nhs.net