

## How to Complain

**Verbally:** You can complain by speaking to our Assistant Practice Manager, Teresa Calliss who is also our complaints lead. We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned.

**Written:** If you wish to make a formal complaint, please do so as soon as possible – ideally within a matter of days. This will help us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint to the Practice Manager via email to [walford.mill@nhs.net](mailto:walford.mill@nhs.net) or by post to Walford Mill Medical Centre, Knobcrook Road, Wimborne, BH21 1NL, who will ensure your concerns are dealt with promptly and in the correct way. Please be as specific and concise as possible.

**What we will do:** We will acknowledge your complaint within 3 working days of receipt. We will then investigate your complaint and provide a full response which will include:

- An explanation of how the complaint has been considered.
- An apology if appropriate.
- The conclusions reached and any action needed.
- Details of how you can discuss matters further.

## Complaining on Behalf of Someone Else

We adhere to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have permission to do so. A written authority signed by the person concerned will be needed.

### Other Help Available

We hope you will contact the practice directly however if you do not wish to do so you can complain to NHS Dorset.

**NHS Dorset Customer Complaints Team,**  
Vespasian House, Barrack Road, Dorchester,  
Dorset DT1 1TG

Direct Tel: 01305 368926 Email:  
[customer.careteam@nhsdorset.nhs.uk](mailto:customer.careteam@nhsdorset.nhs.uk) Website:  
Feedback – NHS Dorset

**Dorset Advocacy** provides support to anyone who has a concern and needs support to complain.

Tel: 0300 434 7000

Email: [nhscomplaints@dorsetadvocacy.co.uk](mailto:nhscomplaints@dorsetadvocacy.co.uk)

**Care Quality Commission** The CQC does not manage individual complaints about GP's, however it can let them know about your experiences if you wish.

Phone: 03000 616161 email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Online form; Complain about a service or provider -  
Care Quality Commission ([cqc.org.uk](http://cqc.org.uk))

## Second Stage Complaints

- If you are dissatisfied with the investigation and outcome of your complaint you can contact the Parliamentary & Health Service Ombudsman, Citygate, 47-51 Mosley Street, Manchester, M2 3HQ.  
Tel No: 0345 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Website: <http://www.ombudsman.org.uk>

## Practice Contact Information

**Assistant Practice Manager & Complaints Lead:**  
**Teresa Calliss**

**Practice Business Manager:**  
**Sarah Faulkner**

**Tel: 01202 886999**

**Email: [walford.mill@nhs.net](mailto:walford.mill@nhs.net)**

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## WALFORD MILL MEDICAL CENTRE

### COMMENTS, CONCERNS COMPLIMENTS AND COMPLAINTS

Our aim is to provide patients with the best possible care and attention at all times. We welcome your comments, both positive and critical, as they let us know when we get it right and where there is room for improvement.

#### Complaints

If you have a complaint or concern about the service you have received from any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria. This leaflet explains the procedure in more detail.



#### Letters of Appreciation

If you have been happy with the care and service you received, please let us know. Letters or emails are very much appreciated.

#### Suggestions

If you have any suggestions for making changes or improvements to the way we provide our services, please tell any member of staff, email or use the paper forms and suggestions box located in the waiting room.

#### Patient Participation Group (PPG)

Patients can get involved in supporting the practice.