

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Wollaton Park Medical Centre 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 any of the following bodies:

Patient Advisory Liaison Service (PALS), 1 Standard Court, Park Row, Nottingham, NG1 6GN

NHS England, PO Box 16738, Redditch, B97 9PT

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>

PALS, ICAS, OMBUDSMAN & NHS England

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally.

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be contacted on 0300 456 8347.

OMBUDSMAN

As a last resort, if you are not happy with the response from this practice, you can 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> or Textphone (Minicom): 0300 061 4298. Email: phso.enquiries@ombudsman.org.uk

NHS England

If you are not happy with our response to your complaint you can contact NHS England on

Tel: 0300 311 2233

Email: england.contactus@nhs.net

Wollaton Park Medical
Centre

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR
VIEWS

PARTNERS

Dr Nick Silcock

Dr Jamie Parker

Dr Helen McVicar

Dr Judith Ambrose

Dr Alison Walsh

Dr Joanne Fairhurst

Dr Charlotte Jeffries

Dr Katherine O'Connor

