

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Kingsbridge Medical Practice 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

We do hope that if you have a problem you will speak to us to resolve the matter informally or 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 the following:

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a free and confidential advice service designed to help patients, carers and their families 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.

Helpline: 0800 030 4563 (Mon-Fri from 9 am – 4pm)

A 24 hr answer service is provided outside of these times and during Bank Holidays

Email: mlcsu.patients@nhs.net

Text: 075 406 68541

INDEPENDENT NHS 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 and can provide advice on the NHS Complaints Procedure.

Helpline number: 0300 456 2370

Email: pohwer@pohwer.net

Website: www.pohwer.net

OMBUDSMAN

As a last resort, if you are not happy with the response from our Practice or PALS, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

Helpline: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Textphone: 0300 061 4298

Website: www.ombudsman.org.uk

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 0300 061 6161, or alternatively visit the following <http://www.cqc.org.uk/contact-us>

Kingsbridge Medical Practice

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Wendy Cooper
Dr Ayesha Hussain
Dr Toby Helliwell
Dr Andrew Egopija

Please Take a Copy

(Revised May 2019)

