

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that CASTLE DONINGTON SURGERY 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, you can contact any of the following 3 bodies:

Patient Advisory Liaison Service (PALS): Florence Nightingale Community Hospital, London Road, Derby DE1 2QY. Tel: 01332 785156

NHS Complaints Advocacy Service (POhWER) : Tel: 0300 456 2370

West Leicestershire CCG, 55 Woodgate, Loughborough LE11 2TZ. Tel: 0116 295 3405

### **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**

### **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. Your local PALS office can be found on [www.nhs.uk](http://www.nhs.uk) and search for "PALS services in your area"

### **NHS COMPLAINTS ADVOCACY SERVICE**

This is a national service that supports people who want to make a complaint about their NHS care or treatment. Your local service can be found using the web address below:

<http://www.pohwer.net>

### **OMBUDSMAN**

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

CASTLE DONINGTON SURGERY

# **Complaints & Comments Leaflet**

LET THE PRACTICE KNOW YOUR VIEWS

## **PARTNERS**

Dr H Godridge  
Dr J Ward-Campbell  
Dr J Young  
Dr A Woodgate  
Dr S Kudhail

**Please take a copy**

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