

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Feltwell 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:

Customer Contact Centre:

Email: england.contactus@nhs.net

Telephone: 0300 311 22 33

Address: NHS ENGLAND
PO BOX 16738
REDDITCH
B97 9PT

Independent Complaints and Advocacy Service (ICAS)

Telephone: 0845 456 1084 or

www.cppi.org/icas.html

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 <http://www.cqc.org.uk>

ICAS & OMBUDSMAN

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 found on:
Telephone: 0845 456 1084 or
www.cppi.org/icas.html

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.
Address: Millbank Tower, Millbank, London, SW1P 4QP or
www.ombudsman.org.uk

Telephone: 0345 015 4033 or Textphone (Minicom): 0300 061 4298

Feltwell Surgery

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Giselle Sagar
Dr Michael Pullen

Please Take a Copy

(Revised 02nd May 2013)

