

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Dr Allan & Partners 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 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 4 bodies:

Patient Advisory Liaison Service (PALS) at
Stoke Mandeville Hospital 01296 316042
Amersham and Wycombe Hospital 01494 425882

NHS Complaints Advocacy Service 0300 330 5454

Chiltern Clinical Commissioning Group (CCG) 01494 586600

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:

Telephone: 03000 616161

<http://www.cqc.org.uk/contact-us>

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:

<http://www.buckshealthcare.nhs.uk/For%20patients%20and%20visitors/patient-advice-and-liaison-service.htm>

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 on:

<http://nhscomplaintsadvocacy.org/>

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

(Next review Feb 2017)

Dr Allan & Partners

Complaints & Comments Leaflet

Partners

Dr Gina Allan
Dr Gurjit Dhesi
Dr Simon Bailey
Dr Elena Hilton
Dr Maria Easaw

Practice Manager
Miss Sonia Szlachcic

Please Take a Copy from Reception

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