

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that WILLINGHAM-BY-STOW 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) for Your Area

Independent Complaints and Advocacy Service (ICAS) for Your Area

Clinical Commissioning Group (CCG) for Your Area

## 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 \*\*\*Please Find Details Using Web Address Below\*\*\*:

[http://www.nhs.uk/Service-Search/Patient%20advice%20and%20liaison%20services%20\(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient%20advice%20and%20liaison%20services%20(PALS)/LocationSearch/363)

### 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 Please Find Details Using Web Address Below  
[http://www.pohwer.net/how we can help/icas providers.html](http://www.pohwer.net/how_we_can_help/icas_providers.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.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

WILLINGHAM SURGERY

# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

## DOCTORS

Dr D Lane  
Dr Douglas  
Dr Azar

May 2019

Please Take a Copy

