

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

Please note that MALVERN HEALTH CENTRE 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, or you are dissatisfied with the response received from us, you can contact any of the following bodies:

### **THE CLINICAL COMMISSIONING GROUP**

The Complaints Team, NHS South Worcestershire Clinical Commissioning Group, The Coach House, Perdiswell, Worcester WR3 7NS

Tel : 01905 681999

### **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>

## **CQC, PALS, ICAS & OMBUDSMAN**

### **NHS ENGLAND**

Tel : 0300 311 2233

Email : [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### **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:

Worcestershire Patient Advisory Liaison Service (PALS)  
Telephone 0300 123 1732

### **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.

Tel : 0300 456 2370

### **OMBUDSMAN**

As a last resort, 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

# **Complaints & Comments Leaflet**

**LET THE PRACTICE KNOW YOUR VIEWS**

## **PARTNERS**

Dr Joyce Bennett, Senior Partner

Dr Jonathan Thorn

Dr Emma Gray

Dr Toby Spolton

Dr Clare Kidd

Dr Matt Fincher

Dr Georgina Williams

**PRACTICE MANAGER**

Christine Milton

**Please Take a Copy**

*(Revised June 2020)*

