

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Eleanor Cross Healthcare 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:

NHS England: 0300 311 2233

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 ADVICE and 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 the web by searching:

[Find patient advice and liaison services \(PALS\) - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Telephone number: 03000 273708

NHS INDEPENDENT COMPLAINTS ADVOCACY SERVICE

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 the web by searching:

www.pohwer.net

Telephone number: 03004 562370

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

Eleanor Cross Healthcare

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

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Please Take a Copy

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