

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that George Clare 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 signed consent by the person concerned will be required, unless they are incapable of providing this due to illness or disability (attached).

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 Experience Team

Lockton House, Claredon Road, Cambridge, CB2 8FH.
Freephone: 0800 2792535, or 01223 725588. E-mail:
capccq.pet@nhs.net.

Independent Complaints and Advocacy Service (ICAS)

Millbank Tower, Millbank, London, SW1P 4QP.

Telephone: 0345 015 4033 E-mail:

<http://www.ombudsman.org.uk/make-a-complaint>

NHS Complaints Advocacy

Telephone: 0300 330 5454

<https://nhscomplaintsadvocacy.org/how-to-make-a-complaint-about-an-nhs-service/>

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>

PET, ICAS & OMBUDSMAN

PATIENT EXPERIENCE TEAM (PET)

PET provides a confidential service designed to help patients get the most from the NHS. PET can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PET office can be found on www.nhs.uk and search for "*PET services in your area*"

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:

<https://www.pohwer.net/Pages/Category/in-your-area>

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

George Clare Surgery

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Shirin Howell
Dr Angela Stevens-King
Dr Kimberley Gabbitas

Please Take a Copy

Last reviewed: 16/11/2020

