

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep 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 with the service you have received, that you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact either of the following 3 official bodies:

Independent Support When Making a Complaint – ICA (Independent Complaints Advocacy Service)

North East ICA is an independent complaints advocacy service which provides support to assist patients, carers and relatives who wish to make a complaint. ICA support may be for example to accompany you when attending a meeting with Practice staff and to discuss your concerns.

North East NHS ICA
Unit 312
DBH Gateshead
Aidan House
Sunderland Road
Gateshead NE8 3HU
Email: ica@carersfederation.co.uk
Free phone: 08088023000
Telephone 0191 4788351
www.nenhscomplaintsadvocacy.co.uk

NHS England

FAO The Complaints Manager
PO Box 16738, Redditch, B97 9PT
england.contactus@nhs.net
0300 311 22 33 – Monday to Friday 8am to 6pm

NHS OMBUDSMAN

If you feel your complaint has not been resolved from our practice you can then 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

- Email phso.enquiries@ombudsman.org.uk

or

- Textphone (Minicom): 0300 061 4298

or

- Write – Health Services Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Complaints & Comments Leaflet

Park Lane Practice



Unit 1 – 6 City Green
Sunderland
SR2 7BA
Tel: 0191-5676828

Please Take a Copy

