

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that FEATHERSTONE 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 3 bodies:

NHS England FAO Complaints Team 0300 311 2233
PO Box 16738, Redditch, B97 9PT
England.contactus@nhs.net

Total Voice Staffordshire, Northfield Centre, Magnolia Avenue, Stafford, ST16 3DU 01785 336387
info@totalvoicestaffordshire.org

South East Staffordshire and Seisdon Peninsula CCG, Marmion House, Lichfield Street, Tamworth, B79 7BZ
Tel: 01827 306148

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>

PATIENT SERVICES TEAM, ICAS & OMBUDSMAN

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

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

FEATHERSTONE

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr H Glover
Dr E F Lee

Please Take a Copy

(Revised September 2018)

