

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that St Peter's Medical Practice 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 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 2 official bodies:

Ashfield and Mansfield Clinical Commissioning Group (CCG) 0300 300 1234

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

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/contact-us>

The Parliamentary and Health Service Ombudsman ADVOCACY SERVICE FOR NHS COMPLAINTS

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on 0345 015 4033

phso.enquires@ombudsman.org.uk

POhWER Advocacy Service 03000 200 093

Patient Experience Team 0800 028 3693

Email pet.north@newarkandsherwoodccg.nhs.uk

Or write to
Patient Experience Team
Balderton Primary Care Centre
Lowfield Lane
Newark
Notts NG24 3HJ

COMPLAINTS

Call Complaints 01636 594838
Email complaints.north@newarkandsherwoodccg.nhs.uk

Or write to
Complaints Team
Patient Experience Team
NHS Newark and Sherwood CCG
Balderton Primary Care Centre
Balderton
Newark NG24 3HJ

St Peter's Medical Practice

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr R S Sharma

Please Take a Copy

(March 2016)

