

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that The Hall 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 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 5 bodies:

Patient Advisory Liaison Service (PALS) at
Stoke Mandeville Hospital 01296 316042
Amersham and Wycombe Hospital 01494 425882

NHS Complaints Advocacy Service 0300 330 5454

Chiltern Clinical Commissioning Group (CCG) 01494 586600

NHS England, PO Box 16738, Redditch, B97 9PT

Information Commissioner's Office (ICO)
(in relation to data protection)
<http://ico.org.uk>
Telephone: 0303 123 1113

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:

Telephone: 03000 616161
<http://www.cqc.org.uk/contact-us>

PALS, ICAS, OMBUDSMAN & ICO

PATIENT ADVISORY 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:

<http://www.buckshealthcare.nhs.uk/For%20patients%20and%20visitors/patient-advice-and-liaison-service.htm>

NHS COMPLAINTS ADVOCACY SERVICE

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:

<http://nhscomplaintsadvocacy.org/>

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

INFORMATION COMMISSIONER'S OFFICE (ICO)

Governing Body in relation to how personal data is processed, collected, recorded, stored or disposed of.

Telephone: 0303 123 1113
<http://ico.org.uk/>

The Hall Practice

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

DOCTORS

Dr Nicola Turner
Dr Katherine Yeomans
Dr Dawn Brittain
Dr Anjani Sharma
Dr Vimmi Passi



Please Take a Copy

(Revised 08/08/2019)

