

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that the Duru 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 bodies:

Patient Advice and Liaison, Complaints and Freedom of Information enquiries:

Tel: 0161 212 6270, email:

patientservices.gmcusu@nhs.net

NHS Complaints Advocacy Telephone: 0300 456 2370

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

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>

PALS, ICAS & OMBUDSMAN

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 Please Find Details Using Web Address Below:

[http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-\(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-(PALS)/LocationSearch/363)

or Telephone : 0800 121 4430

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 Please Find Details Using Web Address Below:

<http://www.pohwer.net/our-services/nhs-complaints-advocacy>

or Telephone 0300 456 2370

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

The Duru Practice

Complaints And Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS



Dr G Duru
First Floor
Integrated Care Centre
New Radcliffe Street
Oldham
OL1 1NL
Tel: 0161 2713160

Please Take a Copy

22/05/15

