

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that North Street Medical Care 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 2 bodies:

### 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 contacted:

FREEPOST 1Y423, Becketts House, 2-14 Ilford Hill, Ilford, IG1 2BR

Telephone: 0800 092 6995

Textphone: 07772020366

### NHS England

NHS England Customer Contact Centre  
NHS England, PO Box 16738, Redditch, B97 9PT  
0300 311 22 33

Email: [England@contactus@nhs.net](mailto:England@contactus@nhs.net)

## 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 POHWER, Resource Hub (South), 90 Crownfield Road, Leytonstone, London, E15 2AJ. 020 8221 2260

### 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

### 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>



## North Street Medical Care

## Complaints & Comments Leaflet



Let the Practice know your views

Partners:

Dr Burack, Dr Haque, Dr Symon,  
Dr Sura and Susan Neal

