

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Howden Medical Centre 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 either of the following 3 official bodies:

East Riding Clinical Commissioning Group PALS Dept
(see details under PALS)

Cloverleaf Advocacy (see details under ICAS)

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>

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 is:

East Riding Clinical Commissioning Group PALS Dept
Phone: 01482 672047
Email: ERYCCG.ComplaintsAndConcerns@nhs.net

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

This is a service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found at:

Cloverleaf Advocacy
<https://www.cloverleaf-advocacy.co.uk/>
Phone: 01924 454875
Email: enquiries@cloverleaf-advocacy.co.uk

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.

Contact the Ombudsman's Complaints Helpline on:
Phone: 0345 015 4033
Website: <http://www.ombudsman.org.uk>
Textphone (Minicom): 0300 061 4298

HOWDEN MEDICAL CENTRE

Complaints, Compliments & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

GPS

**Dr R W Harrison
Dr L Nixon
Dr L Ellerby
Dr L Skeet**

Please Take a Copy

(Revised 29/10/2020)

