

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Pendeen Surgery 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 4 bodies:

Patient Advisory Liaison Service (PALS) 0800 030 4563

NHS Complaints Advocacy Service 0300 330 5454

NHS Commissioning Board Area Team 01905 733866

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

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

FREEPOST: RTAA-XTHA-LGGC

Patient Services on behalf of Herefordshire CCG
Staffordshire Commissioning Support Unit
Heron House, 120 Grove Road, Fenton, Stoke on
Trent, Staffordshire, ST4 4LX

[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)

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

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

Pendeen Surgery

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Doctor Andrew Leeman
Doctor Ruth King

www.pendeensurgery.nhs.uk

