

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach the local Clinical Commissioning Group if you feel you cannot raise your complaint with us **or** you are dissatisfied with the way we are dealing with your complaint.

Alternatively, the **Patient Advice and Liaison Service** (PALS) provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Patient Services on behalf of Herefordshire CCG

Midlands and Lancashire CSU
Anglesey House
Anglesey Court
Wheelhouse Road
Rugeley.
WS15 1UL

Tel: 0800 030 4563 or 0300 404 2999 ext 2453

Text: 07540 668541

Email: feedback@staffordshirecss.nhs.uk

Alternatively you can contact **NHS England** using the address below:

NHS England
PO Box 16728
Redditch
B97 9PT

Tel: 0300 311 22 33

Email: england.contactus@nhs.net

CONTACTING THE CARE QUALITY COMMISSION

The national organisation that regulates the GP Practices is the Care Quality Commission (CQC)

Care Quality Commission (CQC)

National Customer Service Centre
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161

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

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Health Service Ombudsman to review your case. The Ombudsman is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service. You can contact them on, or write to them at:

Parliamentary & Health Service Ombudsmand

Millbank Tower
Millbank
London SW1P 4QP

Tel: 0345 015 4033

Text: 0300 061 4298

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Dr Sarah Newey & Partners 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.

Dr Sarah Newey & Partners

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr S F Newey

Please Take a Copy

(April 2020)

