

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Dr J M Fowler 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 3 bodies:

NHS England PO Box16738, Redditch
B97 9PT
Email : England.contactus@nhs.net
Tel 0300 311 2233

Independent Complaints and Advocacy Service
Birmingham & the Black Country ICAS

Parliamentary and Health Service Ombudsman

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 may contact the Care Quality Commission on 03000 616161, or you may visit their website: <http://www.cqc.org.uk/contact-us>

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 is: Birmingham & the Black Country ICAS
POhWER, iBIC Holt Court South, Jennens Road, Aston Science Park, Birmingham, B7 4EJ
Tel: 0300 456 2370
Minicom: 0300 456 2364
Fax: 0300 456 2365
Website :
<http://www.pohwer.net/our-services/nhs-complaints-advocacy>

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

Dr J M Fowler

Comments & Complaints Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr J M Fowler

Please Take a Copy

Date: Aug 2014

