

**COMPLAINING ON BEHALF OF  
SOMEONE ELSE**

As a surgery, we maintain rules of confidentiality, therefore if you are wanting to make a complaint on behalf of somebody else, we need to have the permission of the person concerned, such as a signed note.

If you are concerned about a member of staff at the practice, you can contact the Care Quality Commission on 0300 616161 or visit their website on <http://www.cqc.org.uk>.

If you have any complaints we hope that you are able to raise the issue via the practice complaints procedure. However you can also contact the NHS Commissioning Board on:

0300 311 22 33.



**PALS, ICAS & OMBUDSMAN**

**PATIENT ADVISORY LIASON SERVICE  
(PALS)**

PALS provide a confidential service designed to help patients get the most from the NHS. Your local PALS office can be contacted via: 08000323235

**INDEPENDENT COMPLAINTS AND AD-  
VOCACY 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 on:

Write to:  
ICAS East Midlands  
Christopher Cargill House,  
21-23 Pelham Road,  
Nottingham,  
NG5 1AP  
Telephone: 08088023000  
Fax: 01159 626930

**OMBUDSMAN**

As a last resort, if you are 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 visit their website at <http://www.ombudsman.org.uk>.



**Field Street  
Surgery**

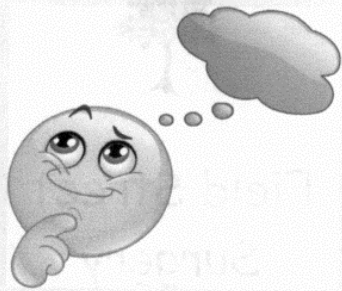
Complaints and comments...Let the  
practice know your views.

**Doctors**  
Dr Ghatora  
Dr Khokhar

**Practice Manager**  
Chrissy Matthews

**Contact Us**  
01509 601201 or  
01509 601600

**PLEASE TAKE A COPY**



## Your views of our practice...

As a surgery, we are committed to listening to your views and ideas on how to improve the care that we provide for our patients. In order for us to do this, tell us what we do best, and what you think we could improve!

Please use the comments page of this leaflet to let us know your views and opinions.

### Complaints

If you wish to make a complaint about the surgery or any member of staff please so let us know using the complaints form in this leaflet. You can also make a complaint to the surgery in writing. Our complaints system meets the national criteria. Please note: If you make a complaint you will not be discriminated against, or subjected to any negative effect on your care, or support.

## How to make a complaint

If you wish to make a complaint, please first discuss this complaint with a staff member. If the issue cannot be resolved at this stage, please ask to speak to the Practice Manager, Chrissy Matthews, who will try and deal with your complaint or offer you further advice. If the complaint can still not be resolved, and you wish to make a formal complaint, please let us know as soon as possible, in order to enable the practice to get gain a clear understanding of the circumstances of the complaint.

The practice will acknowledge your complaint within two working days, and aims to have looked into your complaint with ten working days, starting from the date you made the complaint. When the practice looks into a complaint it aims to:

- Look at the circumstances of the complaint
- Arrange for you to discuss the problem with the people concerned, if you wish to do this.
- Where appropriate, ensure you receive a full apology.
- The practice will aim to learn from any complaints raised in order to provide better patient care, for the future.

## Complaints and Comments Form

Name: .....

Address: .....

Telephone: .....

Date and Details of Complaint or Comment: .....

Signed: .....