

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that The Park 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 three bodies:

NHS Complaints Advocacy Service, provided by Central and South CAB (Citizens Advice Bureau)  
Tel: 0300 303 8536

Coastal West Sussex Clinical Commissioning Group (CCG), 1 The Causeway, Goring by Sea, BN12 6BT  
Tel: 01903 708400

NHS England, PO Box 16738, Redditch, B97 9PT  
Tel: 0300 311 2233  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### **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: [www.cqc.org.uk](http://www.cqc.org.uk)

## **PALS, ICAS & OMBUDSMAN**

### **PATIENT ADVISORY LIAISON SERVICE (PALS)**

From April 2013, Coastal West Sussex CCG has taken on the responsibility for commissioning the majority of local health services from the PCT. However, CCGs are not responsible for primary care – this is now covered by the area team of NHS England {for us Surrey and Sussex}.

This means any complaints, issues and enquiries relating to primary care should now be directed to NHS England. They have established a central team to take calls and enquiries in the first instance.

The team will deal with all issues relating to GP, local pharmacy and dental (including the complex dental referral system).

This replaces the old Patient Advice and Liaison Service (PALS) run by the PCT.

### **INDEPENDENT COMPLAINTS ADVOCACY SERVICE**

Healthwatch West Sussex Independent Health Complaints Advocacy Service (IHCAS)  
Telephone: 0300 012 0122

Email: [helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk)

Address: The Billingshurst Community Centre, Roman Way, Billingshurst, West Sussex RH14 9QW

Website:

[www.healthwatchwestsussex.co.uk/complaints-support/](http://www.healthwatchwestsussex.co.uk/complaints-support/)

### **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 visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or Textphone (Minicom): 0300 061 4298



**Complaints & Comments Leaflet**

**LET THE PRACTICE KNOW YOUR VIEWS**

## **PARTNERS**

**Dr Tim Kimber**

**Dr Tim Atkinson**

**Dr Brenda Gorrie**

**Dr Sally Campbell**

**Dr Paul Daniels**

**Dr Jacqueline Anderson**

**Shelley Foreman (RGN)**

**Sally Walker (Practice Manager)**

**COMPLAINTS MANAGER**

**Sylvia Thomson**

**01903 734999**

**Please Take a Copy**

*(9 July 2018)*

