

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 3 bodies:

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

NHS Sussex, Sackville House, Brooks Close, Lewes, East Sussex, BN7 2FZ
Tel: 0300 140 9854
Email: sxicb.complaints@nhs.net

NHS England, PO Box 16738, Redditch, B97 9PT
Tel: 0300 311 2233
Email: 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: <http://www.cqc.org.uk>

PALS, ICAS & OMBUDSMAN

PATIENT ADVISORY LIAISON SERVICE (PALS)

West Sussex ICB has taken on the responsibility for commissioning the majority of local health services from the CCG.

This means any complaints; issues and enquiries relating to primary care should now be directed to NHS Sussex. 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

Address: PO Box 1360, Crawley, West Sussex, RH10 0QS

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



Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Timothy Evans
Sally Walker Senior Managing Partner
Claire Deegan Managing Partner

Complaints Manager
Claire Deegan

Please Take a Copy

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