

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Rothwell & Desborough Health Care Group keeps strictly to the rules of medical confidentiality. If you are unable to complain yourself then someone else, usually a relative or close friend can complain for you. You must give your written consent for them to do so.

COMPLAINING TO OTHER AUTHORITIES

We hope that, if you have a problem, you will use the 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, if you feel you cannot raise your complaint with us, you can contact:

NHS England, PO Box 16738, Redditch, B97 9PT

Telephone: 0300 311 22 33

E-Mail: nhscommissioningboard@hscic.gov.uk

CONTACTING THE CARE QUALITY COMMISSION (CQC)

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 0300 0 61 61 61, or alternatively visit the their website: www.cqc.org.uk

PALS, ICAS & OMBUDSMAN

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found using the web address below:

[http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-\(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-(PALS)/LocationSearch/363)

NHS COMPLAINTS ADVOCACY SERVICE

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found using the web address below:

<http://www.pohwer.net/our-services/nhs-complaints-advocacy>

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 www.ombudsman.org.uk or Textphone (Minicom): 0300 061 4298

Rothwell & Desborough Health Care Group

Rothwell Medical Centre 109 Desborough Rd Rothwell, Northants NN14 6JQ T: 01536 211277	Desborough Surgery 35 High Street Desborough, Northants NN14 2NB T: 01536 211277
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Website: www.rdhg.co.uk

Comments, Complaints and Suggestions

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Paul Ayton
Dr Sophie Crowley
Dr Anand Pattar
Dr Amrin Rahuf
Dr Sukhman Kalra
Dr Asif Khokhar
Dr Rod Montgomerie
Dr Davinia Hetherington
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Dr Emily James

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