

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Wellington Medical Practice 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 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:

**Patient Advisory Liaison Service (PALS) for Your Area
Shropshire CCG on 0800 032 0897
customer.care@shropshireccg.nhs.uk**

**NHS England
0300 311 22 33**

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:

**Tel 03000 616161
alternatively visit the following website:
<http://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.

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 can be found at:

**Telford and Wrekin Independent Health Complaints
Advocacy Service
0800 161 5600
www.ecstaff.co.uk**

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:

**Tel 0345 015 4033
or
<http://www.ombudsman.org.uk>
or
Textphone (Minicom): 0300 061 4298**

WELLINGTON MEDICAL PRACTICE

Feedback Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr T P O'Brien – Senior Partner
Dr D Ebenezer – Managing Partner
Dr N Singh – Clinical Partner
Dr J Ebenezer – GP Partner
Dr R Kaur – GP Partner

