

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that TWYFORD 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 THE COMMISSIONER

The practice management team hope that if you have a problem with the service you have received, that you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, patients may choose instead to contact the Primary Care Complaints Team:

South East Complaints Hub
NHS Frimley ICB
Aldershot Centre for Health
Hospital Hill, Aldershot
Hampshire
GU11 1AY

Phone Number: 0300 561 0290

Email address:

Frimleyicb.southeastcomplaints@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/contact-us>

ICAS & OMBUDSMAN

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 on:

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

OMBUDSMAN

If you feel you have not received a satisfactory response from the practice or commissioner, you can choose to refer your complaint to the Parliamentary and Health Service Ombudsman. You can initiate this process via:

The Customer Helpline on 0345 015 4033, Monday to Thursday 08:30-17:00 and Friday 08:30-12:00.

Or

<https://www.ombudsman.org.uk/making-complaint>



Complaints & Comments Leaflet

LET THE PRACTICE
KNOW YOUR VIEWS

