

## Stalbridge Surgery

### COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Stalbridge 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, or you are dissatisfied with the response received from us, you can contact either of the following:

NHS Commissioning Board  
PO Box 16738  
REDDITCH  
B97 9PT  
Telephone: 0300 311 2233  
Email:  
[nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

ICAS  
Telephone: 01225 762723

### 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>

### ICAS & OMBUDSMAN

#### 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 on [http://www.seap.org.uk/icas/icas\\_procedure.php](http://www.seap.org.uk/icas/icas_procedure.php)

SEAP Trowbridge  
Unit 3 Premiere House  
Willowside Park, Canal Road  
Trowbridge, Wiltshire, BA14 8RH  
Telephone: 01225 762 723

#### OMBUDSMAN

As a last resort, if you are not happy with the response from Stalbridge Surgery, 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

# Stalbridge Surgery Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS



