

When investigating your complaint, we aim to:

- Ascertain the full circumstances of the complaint
- When possible, arrange for you to discuss the problem with those concerned, if you would like
- Provide an apology, where this is appropriate
- Identify what the practice can do to make sure that the problem does not happen again

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Wyre Forest Health Partnership 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.

IF YOU WANT TO COMPLAIN ABOUT SERVICES FROM SEVERAL ORGANISATIONS

Sometimes a complaint may cover several parts of the NHS in which case you are recommended to contact the organisation where your complaint started.

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 for services received at Worcester, Kidderminster & Redditch Hospitals, is contactable via
Tel: 0300 123 1732
Email: pals@worcestershire.nhs.uk

CQC, ADVOCACY & OMBUDSMAN

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or the service carried on by this Site as part of the Wyre Forest Health Partnership, then you can also contact the Care Quality Commission via

Tel: 03000 616161

Website: <http://www.cqc.org.uk>

ONSIDE ADVOCACY

Onside Advocacy is a free, local service, which supports people who want to make a complaint about their NHS Care or treatment. They can be contacted for independent support via

Tel: 01905 27525

Email: info@onside-advocacy.org.uk

OMBUDSMAN

If you are not happy with the response to your complaint, you can refer your complaint on to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. The PHSO will usually only investigate a complaint after the NHS Complaints procedure has been followed first. You can contact the Ombudsman Complaints helpline via

Tel: 0345 015 4033

Textphone: (Minicom): 0300 061 4298

Website: <http://www.ombudsman.org.uk>

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS



Bewdley Medical Centre
Church Street Surgery
Hagley Surgery
Stourport Health Centre
York House Medical Centre

Please Take a Copy

May 2015

