

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Dr Ahmed & Partners 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.

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, you can contact the following official body:

NHS Complaints Advocacy Service:
<http://healthwatchstaffordshire.co.uk>
Tel: 0800 051 8371
Email: enquiries@healthwatchstaffordshire.co.uk

ICAS & OMBUDSMAN

ADVOCACY SERVICE FOR NHS COMPLAINTS

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 have not received a satisfactory response from this practice, your local Clinical Commissioning Group, or NHS England, you can then 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 email:
Phso.enquiries@ombudsman.org.uk
or Textphone (Minicom): 0300 061 4298

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

To take your complaint to the Ombudsman, visit
<https://ombudsman.org.uk/make-a-complaint>

Dr Ahmed & Partners

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Jalil Ahmed
Dr Ganesh Kulandaivelu
Dr Sampath Narasimhamurthy

GENERAL PRACTITIONER

Dr Suyeba Rafeeq

Please Take a Copy

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