

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that St Pauls 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.

COMPLAINING TO OTHER AUTHORITIES

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 and you want to make a complaint about primary care services to the commissioner you will now contact the Black Country Integrated Care Board instead of NHS England. Please contact:

Time2Talk

Tel: 0300 0120 281

Email: bcicb.time2talk@nhs.net

Write: Time2Talk Team, Black Country ICB, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH

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

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. Please Find Details Using Web Address Below:
<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 <http://www.ombudsman.org.uk>

ST PAULS PARTNERS

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEW

Reviewed: 04/2023

Review Due: 04/2024

