

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Westcourt Medical Centre adheres 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 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 you can contact the following:

Clinical Commissioning Group Complaints Team

The Causeway, Worthing, BN12 6BT.

Tel: 01903 708 400. Email:

cwsccg.complaints@nhs.net

NHS England

Tel: 0300 311 2233

email: england.contactus@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:

www.cqc.org.uk

HEALTHWATCH - INDEPENDENT HEALTH COMPLAINTS ADVOCACY SERVICE (IHCAS)

Healthwatch West Sussex provides a free and independent health complaints advocacy service, which helps local people explore options for getting their voice heard when they feel something has gone

wrong with their health service.

For more information, visit their website at

www.healthwatchwestsussex.co.uk/complaints-support/ or contact them at:

Telephone: 0300 012 0122

Email: ihcas@healthwatchwestsussex.co.uk

Address: PO Box 1360, Crawley, West Sussex, RH10 0QS.

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 can be found here:

www.westernsussexhospitals.nhs.uk/services/patient-advice-and-liaison-service-pals-complaints/

OMBUDSMAN

If you are not happy with the response from this practice (local resolution) 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

visit their website at www.ombudsman.org.uk

email phso.enquiries@ombudsman.org.uk

or write to them at:

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

WESTCOURT MEDICAL CENTRE

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr G Williams

Dr G Middleton

Dr E Van Diest

Dr R Ezewuzie

Dr N Torry



Revised May 2021

