

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Lakeside Healthcare 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 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, you can contact any of the following 4 bodies:

NHS Corby CCG's Advice & Information Service, formerly known as PALS.

Tel: 0800 587 0879 (Mon-Fri 9am – 5 pm)

E-Mail: advice@northants.nhs.uk

NHS Corby CCG has engaged Greater East Midlands Commissioning Support Group (GEM CSU)

Tel: 0800 5870879

E-Mail: complaints@northants.nhs.uk

NHS Complaints Advocacy, Doddridge Centre, 109 St James Road, Northampton NN5 5LD

Tel: 0300 330 5454

E-Mail: nhscomplaints@voiceability.org

If you are unable to resolve your complaint with the practice, please contact NHS England on:

Tel: 0300 311 22 33

E-Mail: nhscommissioningboard@hscic.gov.uk

Post: NHS England, PO Box 16728, Redditch B97 9PT

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>

PALS, ICAS & OMBUDSMAN

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 on by Using Web Address Below:

[http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-\(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-(PALS)/LocationSearch/363)

NHS COMPLAINTS ADVOCACY SERVICE

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 by using web address below:

<http://www.pohwer.net/our-services/nhs-complaints-advocacy>

OMBUDSMAN

If you are not happy with the response from this practice, 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



LAKESIDE HEALTHCARE

Lakeside Healthcare

(including Forest Gate & Brigstock Sites)

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

For a full list of our partners please refer to our website.

www.lakesidehealthcare.co.uk

Please Take a Copy

(Revised July 2016)

