

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Roman Way Medical Centre 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 and dated 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 team hopes that if you have a problem with the service you have received you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact either of the following 2 official bodies:

Islington Clinical Commissioning Group (CCG)  
NHS Islington CCG , 2nd Floor  
Laycock Professional Development Centre  
London N1 1TH  
[www.islingtonccg.nhs.uk](http://www.islingtonccg.nhs.uk)

NHS England, PO Box 16738, Redditch, B97 9PT  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net) – FAO The Complaints Manager 0300 311 22 33 – Mon to Fri 8am to 6pm

### 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:

<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 visit :  
<http://www.ombudsman.org.uk>  
or Text phone (Minicom): 0300 061 4298



**Roman Way Medical Centre**

**Complaints & Comments Leaflet**

LET THE PRACTICE KNOW YOUR VIEWS



### **GP PARTNERS**

Dr S Ho  
Dr M Rodrigues  
Dr A Hai

### **Practice Nurse**

Patience Williams

*(Revised September 2019)*

