

IF YOU HAVE A COMPLAINT.....

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 bodies:

Patient Advisory Liaison Service (PALS) Tel no. 0208 836 4592 (Queen Elizabeth Hospital)

Tel no. 0208 333 3355 (Lewisham hospital)

Healthwatch Greenwich

Tel no. 0208 305 5008

POhWER – Complaints Advocacy service (Leaflet @ Reception) Tel No: 0203 553 5960

Minicom – 0300 456 2364

Text Send the word 'pohwer' and then your name and number to 81025

Email:LondonIHACS@pohwer.net

Greenwich Clinical Commissioning Group (CCG) Tel no. 0203 049 9000

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

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>

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Dr M Chand 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.

Reviewed By: Practice Manager

Reviewed: Jan 18

Re-review: Jan 19