

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Wetmore Road Surgery 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 you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following bodies:

Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- The [Local Council](#) can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about the practice
Tel: 03000 616161

PALS, HEALTHWATCH & 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 contacted on:

- 0808 196 8861
- Email: PatientServices@staffsstoke.icb.nhs.uk

HEALTHWATCH STAFFORDSHIRE

Healthwatch Staffordshire is a local service that supports people who want to make a complaint about their NHS Care or treatment. Your local service is at:

**Suite 2, Opus House
Civic Centre, Riverside, Stafford, Staffordshire
ST16 3AQ
Tel: 0800 051 8371
Email:
enquiries@healthwatchstaffordshire.co.uk**

OMBUDSMAN

If you are dissatisfied with the outcome of your complaint, the you can escalate your complaint to the Parliamentary Health Service Ombudsman (PHSO) at either:

**Milbank Tower, Milbank, London SW1P 4QP or
Citygate, Mosley Street, Manchester, M2 3HQ
Tel; 0345 015 4033
www.ombudsman.org.uk**

Wetmore Road Surgery

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

**Dr S.D.Law
Dr S.M.Baldock-Grimes
Dr D.I.Hallam
Dr M.E.Kaye
Dr A.K.Prasad
Dr D.Turfrey**

Please Take a Copy
(Revised December 2024)

