

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Bearwood 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 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 with the service you have received, that 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:

Birmingham CrossCity Clinical Commissioning Group,
Bartholomew House, 142 Hagley Road, Edgbaston,
Birmingham B16 9PA
Telephone: 021 255 0700
Email: bhamcrosscity@nhs.net

NHS England, PO Box 16738, Redditch, B97 9PT
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 <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

BEARWOOD MEDICAL CENTRE

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

Dr Suman Chawla

Bearwood Medical Centre
176 Milcote Road
Smethwick
West Midlands
B67 5BP

Telephone: 0121 429 1572
Fax: 0121 434 4518

Please Take a Copy

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