

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Cedars 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, you will use the Practice Complaints Procedure.

NHS Cheshire and Merseyside by:

Telephone: 0800 132 996

E-mail: enquiries@cheshireandmerseyside.nhs.uk

Writing to us at: Patient Experience Team, No 1 Lakeside, 920 Centre Park Square, Warrington, WA11QY.

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>

OMBUDSMAN

Once the complaints process is exhausted within the practice if you remain unhappy with the response, 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



CEDARS MEDICAL CENTRE

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Al-Sebahi
Dr Farmer
Dr Goodwin
Dr Shaheen
Dr Bishop
(Managing Partner) Ross Harrison

(Revised June 2023)

