

Complaining on behalf of someone else

Please note that Dr Rai & Partners 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 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 an issue with the service you have received, that you will use the Practice Complaints Procedure. However, if you feel that you cannot raise your complaint with us, you can contact either of the follow official bodies:

Patient Experience Team at Nottingham and Nottinghamshire Integrated Care Board:

Email: nnicb-nn.patientexperience@nhs.net

Tel: 0115 883 9570

Mail: Patient Experience Team, Sir John Robinson House, Sir John Robinson Way, Arnold, Nottingham, NG5 6DA

Contacting The Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried out by this practice then you can contact the Care Quality Commission on:

03000 616 161, or

<http://www.cqc.org.uk/contact-us>

Advocacy & OMBUDSMAN

Advocacy Service for NHS Complaints

This is a national service that supports people who want to make a complaint about their NHS care of treatment. Your local service can be found on:

<http://www.pohwer.net/services/nhs-complaints-advocacy>

Tel: 0300 020 0093

Email: yourvoiceyourchoice@pohwer.net

OMBUDSMAN

If you have not received a satisfactory response from this practice or your local ICB, 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

Text (minicom): 0300 061 4298

Ruddington Medical Centre Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Jagjit Rai

Dr Adam Stott

Dr Nathan Dempster

Please take a copy

January 2025

