

## Complaining on behalf of someone else

Please note that The Hall Practice 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.

The practice management team hope that if you have a concern you will use the Practice Complaints Procedure and contact the practice directly:

**Telephone:** 01753 989800

**Email:** bobicb-bucks.thehallpractice.pm@nhs.net

**If you feel you cannot raise your complaint with us, you can contact any of the following:**

### Patient Advisory Liaison Services (PALS)

Buckinghamshire, Oxfordshire and Berkshire

**Telephone:** 0800 328 5640

**Email:** bobicb-bucks.palscomplaints@nhs.net

**Post:** Amersham Hospital, Executive Offices,  
Whielden Street, Amersham, Buckinghamshire  
HP7 0JD

### Patient Advisory Liaison Services (PALS)

**Telephone:** 03003 112233

**Email:** england.contactus@nhs.net

**Post:** NHSE, PO Box 16738, Redditch, B97  
9PT

**Website:** www.england.nhs.uk

## Complaints Advocacy Service

You also have the right to seek assistance with any complaint from the NHS Complaints Advocacy Service which is an independent charity.

The can be contacted in the following ways:

**Telephone:** 0300 330 5454

**Email:** nhscomplaints@voiceability.org

**Post:** Total Voice, Cambridgeshire & Peterborough  
VoiceAbility, The Old Granary, Westwick, CB24  
3AR

**Website:** www.nhscomplaintsadvocacy.org

### Ombudsman

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and health Service Ombudsman who investigates complaints about the NHS in England.

**Telephone:** 0345 015 4033

**Telephone (Minicom):** 03000614298

**Website:** www.ombudsman.org.uk

### Information Commissioner's Office (ICO)

In relation to data Protection

**Telephone:** 0303 123 113

**Website:** www.ico.org.uk

### 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 CQC:

**Telephone:** 03000 616161

**Website:** www.cqc.org.uk



# The Hall Practice



**Let the practice know your views**

# Patient Complaints & Comments Leaflet

**Please take a copy  
(Revised June 2025)**

## Let the practice know your views

The Hall Practice is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

### Tell us about our service by completing the comments form in this leaflet

- Could you easily get through on the telephone?
- Did you get an appointment with the clinician you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

## Practice complaints procedure

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints procedure meets national criteria.

Note: If you make a complaint it is the practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

## How to complain

The practice management team hope that if you have concern you will use the Practice Complaints Procedure and contact the practice directly.

**Telephone:** 01753 989800

**Email:** bobibb-bucks.thehallpractice.pm@nhs.net  
Please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint with the following timescales:

- Within 12 months of the incident that caused the problem

**OR**

- Within 12 months from when the complaint comes to your notice

The practice will acknowledge your complaint within 3 working days. The practice will respond to your complaint within 10 working days and, if we cannot, we will notify you of the delay and the reasons for this.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

## Complaints & Comments Form

**Name:** .....

**DOB or  
NHS Number:** .....

**Address:** .....

**Contact Details:** .....

**Date of  
complaint/comment:** .....

**Details:** .....

**Date:** .....