

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that Twin Oaks 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. A standard third part consent form is available from the Practice.

### **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, you can contact either of the following bodies:

#### **NHS England**

PO Box 16738, Redditch, B97 9PT  
Tel: 0300 311 22 33

#### **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>

### **NHS Complaints Advocacy Service**

The advocacy service available to our patients is provided by Healthwatch Hampshire. Their qualified advocates are available to help to support and guide you through the complaint process. This advocacy service is free, confidential and independent of the NHS. If you feel you would like the support of an advocate and want more information, then please call their helpline or visit your local Citizens Advice Bureau within the Hampshire area.

Telephone Number for Healthwatch Hampshire is 01962 440 262

Or write to them (free) at:  
Freepost RTHH-KGST-ZRBC  
Healthwatch Hampshire  
Westgate Chambers, Staple Gardens  
Winchester SO23 8SR

By email via their website:  
[www.healthwatchhampshire.co.uk](http://www.healthwatchhampshire.co.uk)

### **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.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or go to  
<http://www.ombudsman.org.uk>  
or Textphone (Minicom): 0300 061 4298

# Twin Oaks Medical Centre

## Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

### **PARTNERS**

Dr Nigel Savage  
Dr Jane Bowry  
Dr Richard Simpson

### **PRACTICE MANAGER**

Annie James

### **Please Take a Copy**

*(Revised July 2014)*

