

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that The University Medical Group 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 NHS Frimley ICB as follows:

The complaints Manager at

South East Complaints Hub: 0300 561 0290

NHS Frimley ICB, Aldershot Centre for Health, Hospital Hill, Aldershot, Hampshire GU11 1AY

Frimleyicb.southeastcomplaints@nhs.net

DO YOU HAVE SERIOUS CONCERNS ABOUT A MEMBER OF STAFF OR OUR PRACTICE?

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:

<https://www.cqc.org.uk>

DO YOU NEED HELP OR SUPPORT IN MAKING YOUR COMPLAINT?

Healthwatch England – NHS COMPLAINTS ADVOCACY SERVICE

Healthwatch England is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local Healthwatch service can be found on:

<https://www.healthwatchreading.co.uk/help-making-a-complaint>

ARE YOU DISSATISFIED WITH THE RESPONSE TO YOUR COMPLAINT?

OMBUDSMAN

If you have not received a satisfactory response from this practice, or NHS Frimley 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 <https://www.ombudsman.org.uk> or Textphone (Minicom) : 0300 061 4298

University Medical Group

Complaints and Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

Please Take a Copy

(Revised July 2023)

