

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

Please note that Dawley Medical 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 their permission to do so. A note signed by the person concerned will be required stating they are happy for you to complain on their behalf, unless they are incapable of providing this due to illness or disability.

## **COMPLAINING TO OTHER AUTHORITIES**

The practice 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:

Telford & Wrekin Patient Advisory Liaison Service (PALS) [pals@sath.nhs.uk](mailto:pals@sath.nhs.uk)

NHS Complaints Advocacy Service on 0300 330 5454

NHS England on 0300 311 22 33

Healthwatch Telford  
[www.healthwatchtelfordandwrekin.co.uk](http://www.healthwatchtelfordandwrekin.co.uk)

## **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 61 61 61, or alternatively visit the following website: <http://www.cqc.org.uk>

## **PALS, ICAS & OMBUDSMAN**

### **Patient Advice and Liaison Service (PALS)**

PALS is a free, informal, confidential help and advice service for everyone.

It is here to offer guidance and support and may be able to resolve any issues without the need for a formal complaint.

PALS will:

- Help you get the information you need about the NHS
- Listen and respond to your concerns, suggestions or queries
- Sort out problems quickly on your behalf in an informal and friendly manner

You can contact PALS via the following methods:

Phone: 01952 580407

Email: [stw.patientservices@nhs.net](mailto:stw.patientservices@nhs.net)

In Writing:

Patient Services Team  
NHS Shropshire, Telford and Wrekin  
Halesfield 6  
Telford  
TF7 4BF

### **NHS COMPLAINTS ADVOCACY SERVICE**

This is a national service that supports people who want to make a complaint about their NHS care or treatment. You can send an email to:

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### **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 <http://www.ombudsman.org.uk>

## **DAWLEY MEDICAL PRACTICE**

## **COMPLAINTS & COMMENTS LEAFLET**

## **LET THE PRACTICE KNOW YOUR VIEWS**

DR H BUFTON  
DR N MURPHY  
DR K LOVETT  
DR J DAVIES  
DR A HARWOOD

WEBB HOUSE  
KING STREET  
DAWLEY  
TELFORD  
SHROPSHIRE  
TF4 2AA

**TEL:** 01952 630500

**EMAIL:** [dawley.general@nhs.net](mailto:dawley.general@nhs.net)  
PRACTICE MANAGER: DENISE HALLETT

