

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

Please note that NORTHLANDS WOOD SURGERY 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 third party consent form will be required, signed by the person concerned, unless they are incapable of providing this due to illness or disability. These are available from reception.

### **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 any of the following bodies:

Health Watch West Sussex  
Tel: 0300 012 0122

The Parliamentary and Health Service Ombudsman  
Millbank Tower, Millbank, London, SW1P 4QP.  
[Phso.enquiries@ombudsman.org.uk](mailto:Phso.enquiries@ombudsman.org.uk)

NHS England, PO Box 16738, Redditch, B97 9PT  
[England.contactus@nhs.net](mailto:England.contactus@nhs.net)  
Tel: 0300 311 2233

### **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>

## **HEALTHWATCH & OMBUDSMAN**

### **HEALTHWATCH WEST SUSSEX**

Healthwatch is the new independent consumer champion created to gather and represent the views of the public. Healthwatch will play a role at both national and local level and will make sure that the views of the public and people who use services are taken into account. Healthwatch provide a complaints advocacy service to support people who want to make a complaint about services.

### **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. The PHSO undertakes independent investigations into complaints alleging that government departments and other public bodies in the UK, including NHS England, have not acted properly or fairly or have provided a poor service.

### **NHS ENGLAND**

The main aim of NHS England is to improve the health outcomes for people in England. NHS England is the commissioner of Primary Care GPs, dentists, opticians, pharmacy and some specialised services. It is designed to be as patient focused as possible and investigate complaints effectively and efficiently.

NORTHLANDS WOOD SURGERY

# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

## PARTNERS

Dr Elizabeth Jenkins  
Dr Huw Morris  
Dr Ian Atkinson

**Please Take a Copy**

*(Revised February 2015)*



**NORTHLANDS WOOD**

**PATIENT THIRD-PARTY CONSENT FORM**

PATIENT'S NAME: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

ENQUIRER / COMPLAINANT NAME: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT OR YOUR COMPLAINT OR ENQUIRY INVOLVES THE MEDICAL CARE OF A PATIENT THEN THE CONSENT OF THE PATIENT WILL BE REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW.**

I fully consent to my Doctor releasing information to, and discussing my care and medical records with the person named above in relation to this complaint, and I wish this person to complain on my behalf.

This authority is for an indefinite period / for a limited period only (delete as appropriate)

Where a limited period applies, this authority is valid until..... (insert date)

Signed: ..... (Patient only)

Date: .....