

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Victoria and Mapperley 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, 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 you will use the practice Complaints Procedure. However, if you feel you cannot raise your complaint with us you can complain directly to our commissioners.

NHS Nottingham and Nottinghamshire ICB
Patient Experience Team
Civic Centre
Arnot Hill Park
Nottingham Road
Nottingham
NG5 6LU

Tel: 0115 8839570
Email to: nnicb-nn.patientexperience@nhs.net
Website: www.notts.icb.nhs.uk/contact-us

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.

Tel: 03000 616161
Website : www.cqc.org.uk

POhWER & OMBUDSMAN

POhWER

If you need help in making your complaint then POhWER can support you. They can also help you understand the process. POhWER are free, independent and confidential.

Web: www.pohwer.net
Tel: 0300 456 2370
Email: pohwer@pohwer.net

POhWER
PO Box 17943
Birmingham
B9 9PB

OMBUDSMAN

As a last resort, 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 Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4AP
Tel: 0345 015 4033
Website: <https://www.ombudsman.org.uk/>



Complaints & Comments leaflet

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