

Dr Ahmed & Partners

Complaints & Comments Leaflet

Document Control

A. Confidentiality Notice

This document and the information contained therein is the property of Dr Ahmed & Partners.

This document contains information that is privileged, confidential or otherwise protected from disclosure. It must not be used by, or its contents reproduced or otherwise copied or disclosed without the prior consent in writing from Dr Ahmed & Partners.

B. Document Details

Classification:	General
Author and Role:	SAA/CEG/MB/iQ
Organisation:	Dr Ahmed & Partners
Document Reference:	28/16a,16b,16c,16e,17a,17e
Current Version Number:	V.05
Current Document Approved By:	Dr S A Ahmed
Date Approved:	03.01.2017

C. Document Revision and Approval History

Version	Date	Version Created By:	Version Approved By:	Comments
V.01/13	01.01.2013	SAA/CEG/MB/iQ	SAA	Next review 2014
V.02/14	01.01.2014	SAA/CEG/MG/iQ	SAA	Next review 1015
V.02/15	01.01.2015	SAA/CEG/MG/iQ	SAA	Next review 1016
V.02/16	01.01.2016	SAA/CEG/MG/iQ	SAA	Next review 1017
V.02/17	03.01.2017	SAA/CEG/MG/iQ	SAA	Next review 1018
V2	11.1.19	Tanya Cooper		No Change next review 11.1.20
V2	Jan 20	T Cooper		No Change
V2	Jan 21	T Cooper		No Change
V3	Jan 22	T Cooper		Changed to Village MC
V3	Jan 23	T Cooper		No Change
V4	July 23	T Cooper		Added ICB to complain remove NHS England

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Village Medical Centre keep 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 contact any of the following 3 bodies:

1. Black Country Integrated Care Board (ICB)
2. Patient Advisory Liaison Service (PALS)
3. Independent Complaints and Advocacy Service (ICAS)

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>

ICB, PALS & ICAS

Black Country Integrated Care Board (ICB)

The ICB commissions Primary Care Services, GP, Dentists, Opticians and Pharmacy. If you want to make a complaint you can do this by telephoning 03000120282 or email bcicb.time2talk@nhs.net or write Time2Talk, NHS Black Country Integrated Care Board, Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found on the Web Address Below:
<http://www.pals.nhs.uk/officemapsearch.aspx>

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on the Web Address Below:
http://www.pohwer.net/how_we_can_help/icas_providers.html

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> or Textphone (Minicom): 0300 061 4298

VILLAGE MEDICAL CENTRE Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

July 2023

Please Take a Copy

(V.05 – July 2023)

