

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Aubrey Road Medical Centre 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 Manager aims 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:

Patient Advisory Liaison Service (PALS) are based at Birmingham Heartlands hospital: 0121 4240808

Independent Complaints and Advocacy Service (ICAS) Are based at Colbalt Square, 83 Hagley Road, B16 8QG and can be contacted on 0300 330 5454

Birmingham Crosscity CCG are based at 142 Hagley Road, Edgbaston, B16 9PA, 0121 255 0700

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>

PALS, ICAS & OMBUDSMAN

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 Using 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

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

Aubrey Road Medical Centre Suggestions & Complaints Leaflet

**LET THE PRACTICE KNOW YOUR
VIEWS**

GP Principal

Dr Nishat Ahmad

Practice Manager: Surjit Kaur

Tel: 0121 203 5900

Website: www.aubreyroadmedicalcentre.co.uk

*Striving to enhance your
experience when visiting your
Surgery*

Please Take a Copy

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