

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that CREFFIELD MEDICAL GROUP 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, or you are dissatisfied with the response received from us, you can contact any of the following bodies:

ICB

Please contact the complaints team at mseicb.complaints@nhs.net or go to the patient experience form on the NHS Essex website Patient experience contact form - NHS Essex Integrated Care Board

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

If you would like help with making a complaint, you can ask your local Healthwatch to put you in touch with the NHS complaints advocacy provider for your area. For details of your local Healthwatch, see www.healthwatch.co.uk or call Healthwatch England on 03000 683 000.

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. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicam): 0300 0614298

CREFFIELD MEDICAL GROUP

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr H Chowhan
{Senior Partner}

Dr K Hochstein-Mintzel

Dr A Gunasekera

Dr Q Rizvi

Dr A Kuma

Dr F Ozair

Dr S Qasim

Dr T Dukkupati

Dr E Crevel

Please Take a Copy

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