

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem, you will follow the practice complaints procedure. However, if you feel you cannot raise your complaint with us, or you are not satisfied with the response you may have already received, it may be helpful for you to talk to the Patient Advice and Liaison Service (PALS): Phone: 01603 595857 or Email: nwicb.complaintsservice@nhs.net or more information can be found at the following website address <https://improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/complaints/>

NHS Complaints Advocacy Services England

NHS Advocacy services can support you and talk you through the complaints process, helping with correspondence and attending meetings. Services are based in each local council area. To find your local service, you can call them on: Telephone: 0300 330 5454

POhWER (ICAS)

Independent Complaints and Advocacy Service

This is a charity and advocacy that helps people who, because of disability, illness, social exclusion, and other challenges, find it difficult to express their views or get the support they need. As an independent organisation they are separate from the government, local councils, and the NHS.

Further information can be found at: Tel: 0300 456 2370; Text: send the word 'pohwer' with your name and number to 81025. Email: pohwer@pohwer.net
Website: <https://www.pohwer.net/nhs-complaints-advocacy>

The Parliamentary and Health Service Ombudsman Millbank Tower, Millbank, London SW1P 4QP

If you are not happy with the response you have received about your complaint, you can refer it to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline. Tel: 0345 015 4033/ Minicom: 0300 061 4298
Or complete the online form at www.ombudsman.org.uk

COMPLAINING ON BEHALF OF SOMEONE ELSE

Oak Street Medical 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.

COMPLIMENTS

The practice welcomes positive feedback which can be shared internally or externally with individuals, teams, including the Patient Participation group and commissioners. Compliments received will often be included in an individual's appraisal or continued professional development as evidence of their performance.

OAK STREET MEDICAL PRACTICE

Oak Street, Norwich, NR3 3DL

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr S A Hamid
Dr J Adams

Dr V Crowle

Please Take a Copy

(Revised February 2024)

