

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that The Derry Court 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.

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 the following bodies:

NHS ENGLAND CONTACT CENTRE

Email england.contactus@nhs.net

NHS THURROCK CCG

2nd Floor
New Road
Grays
Essex
RM17 6SL

PALS

Officers from the Patient Advice and Liaison Service (PALS) are available in all hospitals. They offer confidential advice, support and information on health-related matters to patients, their families and their carers.

Tel: 0845 155 311 EXT 8536

**Rowley Road
Orsett
Grays
Essex
RM16 3EU**

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 Health Service Ombudsman
Millbank Tower, Millbank
London SW1P 4QP
Tel No: 0345 015 4033 Fax No. 0300 061 4000
Email: phso.enquiries@ombudsman.org.uk
www.ombudsman.org.uk

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 www.cqc.org.uk

THE DERRY COURT MEDICAL PRACTICE

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

DR H OKOI
DR J HAMILTON

Please Take a Copy
Revised 28/03/2017

Email: practice.managerF81669@nhs.net
Skype: [thederrycourtmedical](https://www.thederrycourtmedical.com)
www.thederrycourtmedicalpractice.co.uk



