

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Church Road 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 any of the following:

#### **NHS Cheshire & Merseyside:**

Visit website: <https://www.cheshireandmerseyside.nhs.uk/contact/complaints/>

By post to: Patient Experience Team, No 1 Lakeside, 920 Centre Park Square, Warrington, WA11QY.

By Telephone: 0800 132 996

(please state FAO complaints team in subject line)

### **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>**

## PALS, HEALTHWATCH & OMBUDSMAN

### Wired - Wirral Pals

Wired 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.

Tel: 0800 054 2137 or 0151 363 3948

Email

[WirralPals@wired.me.uk](mailto:WirralPals@wired.me.uk)

### Healthwatch Wirral : Independent Complaints Advocacy

Freephone - Helpline – 0808 801 0389  
Central Office Number - 0151 230 8957

Email address –

[info@healthwatchwirral.co.uk](mailto:info@healthwatchwirral.co.uk)

### Parliamentary and Health Service 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>

Church Road Medical Practice

# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

## PARTNERS

Dr N Mugerwa

Dr S Mugerwa

## PRACTICE MANAGER

Vicky Phillips-Jones

[vicky.phillips-jones1@nhs.net](mailto:vicky.phillips-jones1@nhs.net)

**Please Take a Copy**

