

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Aveley 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 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, you can contact any of the following bodies:

Information Service at Healthwatch Essex – this service can help you find many local services. 0300 500 1895.

MSE ICB
Complaints and Concerns Team
NHS Mid and South Essex ICB
Phoenix Court Christopher Martin Road, Basildon
Essex SS14 3HG
mseicb.complaints@nhs.net

NHS England, PO Box 16738, Redditch, B97
9PT Telephone: 0300 311 22 33
england.contactus@nhs.net

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>

ICAS & OMBUDSMAN

NHS COMPLAINTS ADVOCACY SERVICE

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Telephone: 0300 456 2370 (charged at local rate) or

www.pohwer.net/our-services/nhs-complaints-advocacy

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

WELLS PHARMACY

We will ensure that:

- You will receive a timely and appropriate response
- Your complaint is fully investigated
- You are treated with respect and courtesy
- We keep you informed with the progress of your complaint and the actions we are going to take
- We help you to understand our complaints procedure if needed

How to get in touch

Email us at yourexp@well.co.uk

Phone us on 0333 010 2222

(Monday – Friday 09:00 – 12:00, 13:00 – 17:00)

Write to us at:

The Pharmacy Superintendent's Team
Merchants Warehouse
21 Castle Street
Manchester
M3 4LZ



Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

Please Take a Copy

(Revised October 2024)

