

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Hendon Way Surgery 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 3 bodies:

- **Royal Free PALS service:** 020 7472 6446/6447
Monday – Friday 9:00am-5:00pm (020 7472 6445 - 24 hour answer phone)
Email: rf.pals@nhs.net
- **Barnet Hospital PALS service:** Tel: 0208 216 4924 Monday – Friday (9:00 am – 5:00 pm)
Email: bcfpals@nhs.net
- **NCL ICB email:** nclicb.complaints@nhs.net
Website:
<https://nclhealthandcare.org.uk/about/advice-compliments-and-complaints/>
- **NHS England:** england.contactus@nhs.net
0300 311 22 33

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, ICAS & OMBUDSMAN

PATIENT ADVISORY LIAISON SERVICE (PALS)

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. Your local PALS office can be found at Barnet Hospital: 020 8216 4924

NHS COMPLAINTS ADVOCACY SERVICE

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on

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

www.voiceability.org

email helpline@voiceability.org or call 0300 303 1660.

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 visit their website:

<http://www.ombudsman.org.uk>

Hendon Way Surgery Complaints & Comments Leaflet

**Let the practice know your
views**

PARTNERS

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