

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Legrave 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 2 bodies:

Patient Advice and Liaison services (PALS)

Phone: [01582 497990](tel:01582497990) (normal hours 09:00 – 17:00, Monday to Friday).

Email: pals@ldh.nhs.uk or complaints.officer@ldh.nhs.uk

Post: The PALS service, 4 George Street West, Luton LU1 2BJ

NHS England

Email: england.contactus@nhs.net

Post: NHS Commissioning Board
PO Box 16738
Redditch
B97 9PT

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.

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment.

Phone: 0300 456 2370

Post: Hertlands House
Primet Rd
Stevenage
Herts SG1 3EE

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

Phone: 0345 015 4033

Post: Parliamentary and Health Services Ombudsman
Milbank Tower
Milbank
London
SW1P 4QP

Legrave Surgery

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr I Ralph

Dr T Haider

Please Take a Copy

(May 2023)

