

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 address is provided on the other page of this leaflet.

<http://www.pals.nhs.uk/officemapsearch.aspx>

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. Your local ICAS service can be found on

<https://www.pohwer.net/nhs-complaints-advocacy-resources>

OMBUDSMAN

As a last resort, if you are not happy with the response from the federation, 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

Write to them at:

The Parliamentary and Health Service Ombudsman,
Millbank Tower,
Millbank,
London,
SW1P 4QP

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that North Staffordshire GP Federation keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we will need 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 management team hope that if you have a problem you will use the Federation 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 3 bodies:

PALS:

Freephone: 0800 030 4563

Address:

**Freepost Plus, RTAA-XTHA-LGGC,
Patient Service Team,
NHS Midlands and Lancashire Commissioning Support Unit
Anglesey House
Anglesey Court
Wheelhouse Road
Rugeley
WS15 1UL**

**NHS Complaints Advocacy Office Birmingham
3rd Floor, Cobalt Square, 83 Hagley Road, Birmingham, B16 8QG
0300 330 5454**

**North Staffordshire & Stoke on Trent Clinical Commissioning Group (CCG)
Smithfield 1 Building, Warner St, Stoke-on-Trent, ST1 3DR. Tel:
0845 6026772**

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>

Complaints & Comments Leaflet

LET US KNOW YOUR VIEWS

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North Staffordshire
GP Federation

www.nsgpfed.org.uk

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