

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that the Jubilee 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, you can contact the following body:

Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB)

Telephone: 0116 295 7572

Email: llricb-llr.enquiries@nhs.net

In writing: Corporate Governance Team NHS Leicester, Leicestershire and Rutland ICB Room G30, Pen Lloyd Building County Hall, Glenfield Leicester, LE3 8TB

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>

OMBUDSMAN

Most complaints are resolved locally, but if you are not happy with the response from this practice, you do have a right of redress and 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:

Telephone: 0345 015 4033

Address:

Parliamentary Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Email: phso.enquiries@ombudsman.org.uk

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

NHS COMPLAINTS ADVOCACY SERVICE - POHWER

NHS Complaints Advocacy is a statutory service. By law anyone who wishes to complain about their NHS care or treatment is entitled to advocacy support – whoever they are, whatever their complaint.

POHWER Advocacy has been commissioned by the local authorities to provide the NHS Complaints Advocacy service in Leicester City, Leicestershire and Rutland. The service is free, independent of the NHS and confidential. Contact details:

Telephone: 0300 200 0084

Email: pohwer@pohwer.net

Website address: www.pohwer.net/leicester-city

The Jubilee Medical Practice

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS:

Dr G Purohit
Dr N Khoosal
Dr T Blount
Dr Bharkhada

Practice Manager:
Pauline Waweru

Please Take a Copy

(Revised April 2024)

