

## **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. DMP belong to the PALS within Northampton General Hospital NHS Trust, [PALS@ngh.nhs.uk](mailto:PALS@ngh.nhs.uk), tel: 01604 545784

Further information can be found at:  
<http://www.pals.nhs.uk/officemapsearch.aspx>

### **OMBUDSMAN**

As a last resort, 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 0300 016 0614, or via their website and complete an online form <https://www.lgo.org.uk/contact-us>  
Their postal address is Local Government and Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH

## **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 [http://www.pohwer.net/how\\_we\\_can\\_help/icas\\_providers.html](http://www.pohwer.net/how_we_can_help/icas_providers.html)

### **PLEASE CIRCLE**

#### **WHITE**

- A - White British
- B - White Irish
- C - Other white

#### **MIXED**

- D - Mixed - White and Black Caribbean
- E - White and Black African
- F - White and Asian
- G - Other mixed

#### **ASIAN OR ASIAN BRITISH**

- H - Indian
- J - Pakistani
- K - Bangladeshi
- L - Other Asian

#### **BLACK or BLACK BRITISH**

- M - Black Caribbean
- N - Black African
- O - Other Black

#### **OTHER ETHNIC**

- R - Chinese
- S - Other ethnic category
- Z - Not stated

Danetre Medical Practice

# Complaints Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

## GP Partners

Dr J Viira  
Dr A Butler  
Dr T Lewis  
Dr D Digby  
Dr A Balakrishnan

## Managing Partner

Jo Gilford

## Salaried GPs

Dr S Khurram  
Dr L Knight  
Dr A Canna  
Dr J Bolland

**Please Take a Copy**

