

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Dukinfield 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 his or her 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 complaints with us, or you are dissatisfied with the response received from us, you can contact either of the following bodies:

NHS England, PO Box 16738, Redditch, B97 9PT,  
Tel: 0300 3112233

Independent Complaints and Advocacy Service (ICAS)  
Arthur House, Chorlton Street, Manchester, M1 3FH  
Tel: 0808 8023000

### 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.coc.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 provide information about the NHS complaints procedure and may be able to help you resolve your complaint informally if it concerns a hospital. This service does not assist in complaints solely about the care provided by your GP. You can contact your local PALS office using the web address below:

<https://www.nhs.uk/service-search/other-health-services/patient-advice-and-liaison-services-pals>

### NHS INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE

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 using the Web Address Below:

<https://healthwatchcheshireeast.org.uk/what-we-do/help-making-a-complaint/>

### 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 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

Dukinfield Medical Practice

# Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

## PARTNERS

Dr Jane Harvey

Dr Emily Roberts

Dr Holly McBride

Mr Bromley Parsons

Mrs Julie Pregnall

Dr Rachel Williams

Please Take a Copy

(Revised February 2026)

