

COMPLAINTS RELATING TO CLINICAL CARE

Complaints relating to medical treatment will be reviewed by:

- Dr Israr Ahmed / Dr Nasir Asghar

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that PINFOLD MEDICAL 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 bodies:

Walsall ICB – Time2Talk Team

- **Email:** walsall.icb.time2talk@nhs.net
- **Telephone:** 01922 603077
-

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.

Via Telephone: 0345 015 4033

Textphone (Minicom): 0300 061 4298

Via the website: <http://www.ombudsman.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. Your local PALS office can be found on

Tel: 01922 656463

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. Please use the website below for advocacy services available in Walsall.

<https://www.pohwer.net/walsall>

Tel: 0300 456 2370



PINFOLD MEDICAL

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

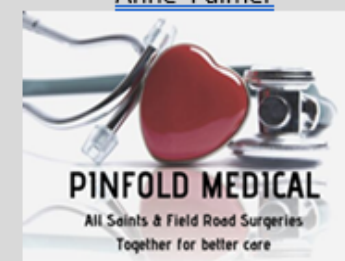
DR NASIR ASGHAR

DR ISRAR AHMED

Dr HANNAH LATIF

Practice Complaints Lead

Anne Palmer



Please Take a Copy

(Revised Mar 25)

