



How to Make a Complaint

Easy Read Leaflet

120 Northampton Lane North Moulton Northampton NN3 7QP
Telephone: 01604 644126

How to make a complaint

Are you unhappy about the way you have been looked after at the surgery?



Do you want to tell someone about it?



This leaflet will tell you how to do this.

Our doctors, nurses and staff try to look after you well.



If something happened that you were not happy with please tell the doctor, nurse or Practice Manager as soon as you can.



Your friends and family can help you talk to the doctor, nurse or Practice Manager if you would like them to.

Other people you or your friends and family can call are:

Nene Clinical Commissioning Group (CCG) -01604 651100.

NHS England, PO Box 16738, Redditch, B97 9PT
Complaints Manager england.contactus@nhs.net The
to Fri 8am to 6pm 0300 311 22 33 – Mon

The Care Quality Commission 03000 616161
<http://www.cqc.org.uk/contact-us>

Northampton ICAS
<http://www.pohwer.net/our-services/nhs-complaints-advocacy> Victory House,
400 Pavilion Drive, Northampton NN4 7PA – telephone 0300 456 8347.

The Parliamentary Ombudsman's Complaints Helpline on 0345 015 4033 or
<http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298