

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that PHOENIX HEALTH GROUP 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. Please ask for a third-party form from reception.

If you have a problem, we hope that you will use the Practice complaints procedure.

However, if you feel you cannot raise your complaint with us directly you can contact:

## DATA PROTECTION COMPLAINTS

The practice privacy policy details how the practice uses the personal data you share with it. If you have any concerns about this or wish to raise a complaint, you can do so by email or in writing for the attention of the Practice Manager.

## NHS Gloucestershire Integrated Care Board

Primary Care Services are commissioned by NHS England Area Teams. You can make a complaint about Primary Care Service in Gloucestershire to the commissioner by contacting:

Telephone 0800 0151 548

Email: [glicb.pals@nhs.net](mailto:glicb.pals@nhs.net)

Post:

Chief Executive Officer

NHS Gloucestershire Integrated Care Board  
Shire Hall, Westgate Street, Gloucester, GL1 2TG

## 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/contact-us>

## ADVOCACY SERVICE FOR NHS COMPLAINTS

This is a national service that supports people who want to make a complaint about their NHS Care or treatment

Contact

<http://nhscomplaintsadvocacy.org/>

## HEALTHWATCH

Details of Healthwatch Gloucestershire can be found on their website:

<http://www.healthwatchgloucestershire.co.uk/>

Healthwatch England can be contacted on [www.healthwatch.co.uk](http://www.healthwatch.co.uk) or by phone on 0300 068 3000.

## OMBUDSMAN

If you are not happy with the response from us, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

**Telephone:** 0345 015 4033

**Text:** Send "call back" with your name and mobile number to 07624 813 005

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Post:** NHS Ombudsman, Citygate, Mosley Street Manchester, M2 3HQ



# Phoenix Health Group

## Comments, Feedback, Complaints Leaflet

### *How to feedback to the Practice*

## Partners

Dr Khalid Al-Khayat

Dr Peter Hill

Dr Naomi Vernon

Dr Jonathan Maxted

Dr Henry Allen

Dr Angus McMyn

Dr Emma McMyn

Dr Sarah Cardew

Dr Freddie Charrington

Dr Alex Alimo

Dr Hannah Leach

Dr Angela Allen

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