

## Listening, Responding and Improving - through complaints Additional advice and Support Services

### Support Services

- **Independent Complaints Advocacy Service (ICAS)**

If you would like Independent Advocacy and Support to help you make your complaint, you can contact ICAS. ICAS is an independent body that can advise you if you have not had the service you expect from the NHS and want to complain. This service is free and available through POhWER and the North East London Region is contactable on:

Telephone No: 0845 337 3059

- **NHS Direct**

You can contact NHS Direct for information on how to complain.

**Telephone No:** 0845 46 47

**Textphone:** 0845 606 4647

**Website:** [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

- **NHS Website/NHS Choices**

You can access current information on the NHS including Your health, your choice, advice and guidance provided by NHS Choices at:

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

## Complaints leaflet – part 2

Patient Experience team

Whipps Cross Road, Leytonstone, London, E11 1NR [www.whippsx.nhs.uk](http://www.whippsx.nhs.uk)

- **Action against Medical Accidents (AVMA)**

AVMA is an independent charity that promotes better safety and justice for people who have been affected by a medical accident. AVMA offers free and confidential guidance on what to do next.

**Helpline No:** 0845 123 2352 (Monday – Friday, 10.00am - 5.00pm)

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

- **Centre for Effective Dispute Resolution (CEDR)**

CEDR is an independent non-profit organisation with a public mission and is supported by multinational business, law firms and public sector organisations.

Centre for Effective Dispute Resolution  
International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU

**Telephone:** 020 7536 6000

**Fax:** 020 7536 6001

**Email:** [info@cedr.com](mailto:info@cedr.com)

## **Professional Bodies**

- **Care Quality Commission (CQC)**

The Care Quality Commission is the new health and social care regulator for England. Their aim is to ensure better care for everyone, whether in hospital, in care homes, in people's own homes or elsewhere.

Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

**Telephone:** 03000 616161

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

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

- **General Medical Council (GMC)**

The General Medical Council is the independent regulator for doctors in the United Kingdom. Their statutory purpose is to protect, promote and maintain the health and safety of the public by ensuring proper standards in the practice of medicine. For general enquiries contact:

Regent's Place  
350 Euston Road  
London NW1 3JN

**Telephone:** 0845 357 8001 (Monday – Friday, 8.00am to 6.00pm)

**Email:** [gmc@gmc-uk.org](mailto:gmc@gmc-uk.org)

- **Nursing & Midwifery Council (NMC)**

The Nursing and Midwifery Council exists to safeguard the health and wellbeing of the public.

Nursing and Midwifery Council (NMC)  
23 Portland Place  
London  
W1B 1PZ

**Telephone:** 020 7462 5877 (Monday – Thursday, 9.00am - 5.45pm; Friday  
9am - 4.45pm)

**Email:** [communications@nmc-uk.org](mailto:communications@nmc-uk.org)

- **British Medical Association (BMA)**

The British Medical Association is the independent trade union and professional association for doctors and medical students.

BMA Head Office  
BMA House  
Tavistock Square  
London  
WC1H 9JP

**Telephone:** 020 7387 4499

**Fax:** 020 7383 6400

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

- **Department of Health (DoH)**

The Government Department is responsible for public health issues. The Department of Health's official website is: [www.dh.gov.uk](http://www.dh.gov.uk)

- **London Ambulance Service NHS Trust**

London Ambulance Service NHS Trust is the largest emergency ambulance service in the world and provides free healthcare to patients at the time they receive it. They are also the only London-wide NHS trust and can be contacted at:

Patient Experiences

London Ambulance Service NHS Trust

St Andrews House

St Andrews Way, London E3 3PA

**Telephone:** 020 7887 6678

**Fax:** 020 7887 6670

**Email:** [patientexperiences@lond-amb.nhs.uk](mailto:patientexperiences@lond-amb.nhs.uk)

- **Local Involvement Networks (LINKs)**

The Commission for Patient and Public Involvement in Health (CPPIH) was abolished on 31st March 2008 when Patients' Forums were replaced with Local Involvement Networks (LINKs).

LINKs aim is to give citizens a stronger voice in how their health and social care services are delivered. This is managed by local individuals and groups and independently supported.

The role of LINKs is to find out what people want, monitor local services and to use their powers to hold them to account.

For more details you can access information via the DoH website at:

[www.dh.gov.uk/en/Managingyourorganisation/PatientAndPublicinvolvement](http://www.dh.gov.uk/en/Managingyourorganisation/PatientAndPublicinvolvement)