
Contact details for the help and advice organisations in England – part of the Patients' help web section, to help patients making a complaint about a doctor.

Please note: These centres are not run by the GMC

Healthwatch England

This information is taken from the NHS Choices website and Healthwatch England website.

Healthwatch England is an independent organisation that champions the views of people who use health and social care services in England.

Working with a network of 152 local Healthwatch organisations, Healthwatch England ensures that consumers' voices reach the ears of the decision makers.

Healthwatch England will also:

- advise the NHS Commissioning Board, English local authorities, Monitor and the Secretary of State
- have the power to recommend that the Care Quality Commission (CQC) takes action when there are concerns about health and social care services.

Local Healthwatch

Local Healthwatch organisations will:

- have the power to enter and view services
- influence how services are set up and commissioned by having a seat on the local health and wellbeing board
- produce reports that influence the way services are designed and delivered

- provide information, advice and support about local services
- pass information and recommendations to Healthwatch England and the Care Quality Commission.

Local Healthwatch organisations will take on the work of the Local Involvement Networks (LINKs) and will also:

- represent the views of people who use services, carers and the public on the health and wellbeing boards set up by local authorities
- provide a complaints advocacy service to support people who make a complaint about services
- report concerns about the quality of healthcare to Healthwatch England, which can then recommend that the CQC takes action.

Patient Advice and Liaison Service (PALS)

Officers from the Patient Advice and Liaison Service (PALS) are available in all hospitals.

They offer confidential advice, support and information on health-related matters to patients, their families and their carers.