

## How to complain.

We aim to sort out most problems at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we ask you to let us know as soon as possible. Ideally, within a matter of days or at most a few weeks so that we can establish what happened more easily. Complaints should be addressed to either:

- the Practice Complaints Manager Mrs Louise New or
- the GP partner nominated to deal with complaints, Dr A.S.Gandy.

Complaints can be made in person or in writing. We will discuss your concerns and help you through the complaints procedure. It would be a great help if you could be as specific as possible about your complaint.

### Time limits.

Normally a complaint should be made within 6 months of the incident that caused the problem; or within 6 months of discovering you have a problem, provided this is within 12 months of the incident.

### What we will do.

We will acknowledge your complaint within two working days. We aim to Look into the circumstances relating to your complaint within ten working days of receiving details. When we look into your complaint, we aim to:

- Find out what happened and what went wrong
- Arrange for you to discuss the problem with those concerned, if you would like to do this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

### Complaining on behalf of someone else.

We keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to be certain that you have their permission to do so. A note signed by the person concerned will be needed, unless the person is incapable (because of illness) of providing this.

## Help with your complaint.

If you need help, the Independent Complaints Advisory service (ICAS) will be glad to advise and support you. ICAS is an independent body that represents the views of users of the Health Service. North East ICA can be contacted on Tele 0808 802 3000.

### What if you remain unhappy following local resolution?

We hope that if you have a problem with the practice you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice for the future.

If you feel you cannot raise your complaint with us, or you are dissatisfied with the outcome of "local resolution" you do have the right to request an independent review. There are 2 ways to do this.

1. You can ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint. You should do this within twelve months from the date on which the subject matter of the complaint occurred.

2. NHS England is the commissioner of primary care services (such as GP and dental practices). You can send your complaint to NHS England at the address below.

### Patient Advice and Liason service (PALS)

If you do not wish to complain, but just want help and advice, you can contact PALS to discuss any queries about the NHS.

PALS provide support to patients, carers and relatives representing their views and resolving local difficulties on-the-spot by working in partnership with NHS staff. The service aims to:

- Advise and support patients
- Provide information on NHS services
- Listen to concerns, suggestions and queries
- Help sort out problems quickly on your behalf

**Free phone: 0800 032 0202.**

## **Who to Contact.**

Mrs L New (Complaints Manager)  
Redburn Park Medical Centre  
15 Station Road  
North Shields  
NE29 6HT  
Tel 0191 2961456

## **Carers Federation ICAS**

The Executive Centre Newcastle  
Cuthbert House  
City Road, All Saints  
Newcastle upon Tyne  
NE1 2ET

## **PHSO**

Helpline: 0345 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
In writing: Ombudsman at MillbankTower, Millbank,  
London, SW1P 4QP  
Website : [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **NHS England**

Tel: 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
In writing: NHS England, PO Box 16738, Redditch, B97 9PT

# **Redburn Park Medical Centre Practice Complaints Procedure**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know.

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. We take complaints and concerns very seriously and endeavour to deal with any issues efficiently and effectively.

The practice has available a copy of the complaints leaflet in large print, braille and on audio tape.

Dr. A.S. Gandy  
Dr. T. Pearson  
Dr. M. Tones  
Dr. M. McDonnell  
Dr K. Lilford

*15 Station Road  
North Shields  
NE29 6HT  
Tel: 0191 2961456*