

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that The Surgery 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.

### **COMPLAINING TO OTHER AUTHORITIES**

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, you can contact any of the following 3 bodies:

#### **Patient Advisory Liaison Service (PALS)**

0800 032 0202  
northoftynepals@nhct.nhs.uk

#### **Independent Complaints and Advocacy Service (ICAS)**

0808 802 3000 / 0191 478 8350  
ica@carersfederation.co.uk

#### **Newcastle Gateshead Clinical Commissioning Group (CCG)**

Riverside House, Goldcrest Way, Newburn Riverside,  
Newcastle upon Tyne, NE15 8NY  
0191 3744218  
necsu.complaints@nhs.net

### **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>

## **PALS, ICAS & OMBUDSMAN**

### **PATIENT ADVISORY LIAISON SERVICE (PALS)**

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found on 0800 032 0202 or via email at northoftynepals@nhct.nhs.uk

### **INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)**

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on 0808 802 3000 / 0191 478 8350 or via email at ica@carersfederation.co.uk

### **OMBUDSMAN**

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

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

The Surgery – 200 Osborne Road

# **Complaints & Comments Leaflet**

LET THE PRACTICE KNOW YOUR VIEWS

## **PARTNERS**

Dr Ben Davies  
Dr Sarah Nicholson  
Dr Fiona Smith

## **PRACTICE MANAGER**

Mrs Catherine Armitage

**Please Take a Copy**

*(Revised April 2017)*

## LET THE PRACTICE KNOW YOUR VIEWS

The Surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

### **TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET**

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

### **PRACTICE COMPLAINTS PROCEDURE**

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**Note:** If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

## HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Catherine Armitage (Practice Manager) who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible, ideally within a matter of days and where possible in writing. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem
- OR**
- Within 12 months from when the complaint comes to your notice

The practice will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

## COMPLAINTS AND COMMENTS FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Date of complaint / comment: \_\_\_\_\_

Details: \_\_\_\_\_  
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Signed: \_\_\_\_\_