

GLENDALE SURGERY COMPLAINTS PROCEDURE INFORMATION FOR PATIENTS

If you have a complaint or concern about the service you have received from the doctors, nurses or any of the staff working in the practice, please let us know. We operate a complaints procedure which meets national criteria.

How to complain

We hope that most problems can be sorted out quickly, often 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 would like you to let us know as soon as possible, ideally within a matter of days or at most, a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager, Dr Dean or Dr Jamieson. Alternatively you may ask for an appointment with the Practice Manager to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What shall we do

We will acknowledge your complaint within two working days and aim to have looked into it within ten working days of the date you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong;
- Make it possible 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 we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

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

Complaining to the Care Trust

We hope that, if you have a problem, 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. But this does not affect your right to approach Northumberland Care Trust if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. You should contact Mrs Christa Thompson, Patient Experience Manager at NHS North of Tyne who can provide you with further advice. You can contact her on 0191 2172790 or write to her at: NHS North of Tyne, Bevan House, 1 Esh Plaza, Sir Bobby Robson Way, Great Park, Newcastle upon Tyne, NE13 9BA.

Should you require any direct help or advice making your complaint you can contact your local Independent Complaints Advocacy Service (ICAS):

ICAS
Churchill House
12 Mosley Street
Newcastle upon Tyne
NE1 1DE
Tel: 0845 120 3732

ICAS provides independent advocacy to people making complaints under the NHS complaints procedure.

If you remain dissatisfied at the end of local resolution you can put your complaint to the Health Services Ombudsman. The Ombudsman can carry out independent investigations

into complaints about poor treatment or service provided through the NHS in England, The Ombudsman's services are free.

If you have any questions about whether the Ombudsman may be able to help you or about how to make a complaint please contact their helpline on 0845 015 4033, email: phso.enquiries@ombudsman.org.uk or fax 020 7217 400. Or you can write to them at:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Further information about the Ombudsman can be found on www.ombudsman.org.uk

