

PATIENT INFORMATION LEAFLET

Practice Complaints Procedure

We always try to give you the best services possible, but there may be times when you feel this has not happened. We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints and this leaflet explains what to do if you have a complaint. We take comments, complaints and concerns very seriously and will endeavour to deal with any issues efficiently and effectively.

How to Complain

We hope that most problems can be sorted out easily and 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, then you should contact the Practice Manager without delay. You can do this in writing or by phone. She will take full details of your complaint and decide how best to undertake the investigation. It will be of great help if you are as specific as possible about your complaint. If she is not available, please ask the Reception Staff or Practice Supervisor for a complaints form to complete and leave for further investigation.

What Shall We Do

We shall acknowledge your complaint within 24 hours if verbal and three working days if written and aim to have looked into your complaint resolved as soon as possible. We may offer you an appointment to discuss matters during this time to help resolve or determine issues raised. We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. This is known as local resolution.

The Aim of The Complaints Process

- Find out what happened and what went wrong
- Make sure you receive an apology, where this is appropriate
- Try to make sure that the problem does not occur again

Complaining on behalf of someone else

Please note that we have to respect our duty of confidentiality to patients, and a patient's consent form will be necessary if a complaint is not made by that patient in person or on behalf of a minor.

Roll of NHS England

New NHS Complaint Guidelines are such that you can either make a complaint about our services direct to the Practice, the ICB or NHS England. Hopefully the Practice will be able to resolve and address your concerns. If we are not able to do this to your satisfaction then

you are not now permitted to take this on to the ICB. You would then be directed to the Parliamentary Ombudsman – see below.

Time Limits

There are time limits on making a complaint. Normally a complaint should be made within 12 months from the incident that caused the problem, or within 12 months of the date of discovering the problem.

You can ask for a complaint to be considered after this time if you explain why you did not complain earlier.

What if you remain Unhappy Following Local Resolution

If you are not satisfied with the outcome of the local resolution, you have the right to ask the Parliamentary and Health Services Ombudsman to review your case. This should be done within 12 months of the response letter from the Practice. The Ombudsman will consider your case and will notify you of the action it proposes to take.

The Parliamentary and Health Services Ombudsman is an independent body established to promote improvements in healthcare.

If you need Help to Make your Complaint

If you need any help, the Independent Complaints Advisory Service (ICAS) will be glad to advise and support you. ICAS is an independent body which represents the views of users of the Health Service. They are able to give advice, information and support to complainants throughout these procedures

We hope that, at the end of these proceedings you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not possible, we will direct you to the appropriate authorities, who will be able to help you further.

S Harrison
Practice Manager

Who to contact

S Harrison
Practice Manager

Dr Colvin and Partners
The Healthcentre
Whitley Road
Whitley Bay
Tyne and Wear
NE26 2ND
Tel: 0191 2531113

Complaints Officer
North East & North Cumbria Integrated Care Board

Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel : 0845 0154033
Email: phso.enquiries@ombudsman.org.uk

Independent Complaints Advocacy Service (ICAS)
Churchill House
12 Mosely Street
Newcastle upon Tyne
NE1 1DE
Tel: 0845 120 3732

North Tyneside Citizens Advice Bureau

Shiremoor Centre
Earsdon Road
Shiremoor
Newcastle upon Tyne
NE27 0HJ
Tel: 0845 120 2732