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Julie Dixon
Practice Manager

Practice Complaints Information for Patients

Newburn Surgery is committed to maintaining the highest possible standards of care. When things go wrong, or are perceived to have fallen below the required standard, we recognise the need to have an effective complaints procedure to address the problems.

If you have a comment, complaint or concern about the services you have received from any of the staff working in this practice please let us know. We operate a practice based complaints procedure as part of the NHS procedure for dealing with complaints. We take comments, complaints and concerns very seriously and will endeavour to deal with any issues efficiently and effectively.

How to complain

Please ask to see the practice manager, Julie Dixon, in order to discuss your concerns. Ms Dixon will explain the complaints procedure to you and will make sure that your concerns are dealt with confidentially, promptly and thoroughly. It will be of great help if you are as specific as possible. If you prefer you can write to Ms Dixon at the address above or e-mail her at juliedixon27@nhs.net

What we will do

Complaining direct to the Practice is probably the quickest way to deal with your complaint. It will be formally acknowledged within 3 working days and investigated within 10 working days. We shall then be in a position to offer you an explanation or a meeting to discuss the complaint.

The aim of the complaints process

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problems with those concerned, if you wish to do this.
- 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

We are required to follow 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.

Time limits

There are NHS time limits on making a complaint. Normally a complaint should be made within twelve months of the event, although in exceptional circumstances this can be extended.

What if you do not want to contact the practice directly?

You can contact NHS England and ask them to take up the complaint on your behalf. Contact details for NHS England are:

NHS England
PO Box 16738
Redditch
B97 9PT
E-mail: england.contactus@nhs.net
Telephone: 0300 3112233

A leaflet explaining the full details of the complaints procedure is available from the above address or you can look on the NHS Choices web site.

Help with making a complaint

Patient Advice and Liaison Service (PALS)

Every NHS Trust has a service which provides confidential advice and support to help you sort out any concerns you may have. PALS provide support to patients, carers and relatives, representing their views and resolving local difficulties by working in partnership with NHS staff. Their service aims to:

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

PALS are available: **Monday – Friday between 9.00am -5.00pm**

Outside of these hours you can leave a message on an answer-machine and you will be contacted on the next working day.

You can contact PALS in the following ways:

- **Freephone:** 0800 0320202
- **Fax:** 01670 511260
- **Text:** 01670 511098
- **Email:** northoftynepals@nhct.nhs.uk

Or write to:

Freepost: RLTC-SGHH-EGXJ
North of Tyne PALS
The Old Stables
Grey's Yard
Morpeth
NE61 1QD

The NHS Independent Complaints Advocacy

The NHS Independent Complaints Advocacy team will be glad to advise and support you. This is an independent body which represents the view of users of the health service. They are able to give advice, information and support to complainants throughout these procedures.

North East NHS Independent Complaints Advocacy:
Carers Federation ICA
Unit 312, DBH Gateshead
Aidan House
Sunderland Road
Gateshead
NE8 3HU

Tel: 0808 802 3000

Finally, if you are dissatisfied with the way in which the NHS has dealt with your complaint you have the right to contact the Parliamentary and Health Service Ombudsman at <http://www.ombudsman.org.uk/> or 0345 015 4033. The Ombudsman will normally only become involved after you have tried to resolve your complaint through an organisation's complaints procedure.