

# Practice Complaints

## Information for Patients



Tillmouth Park Road  
Throckley  
Newcastle upon Tyne  
NE15 9PA

**T** 0191 - 264 1014

**F** 0191 - 210 6702

**W** [www.throckleyprimarycare.co.uk](http://www.throckleyprimarycare.co.uk)

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PRIMARY CARE

**high quality, friendly service**

Partners: Dr DN Grainger, Dr BM Joughin, Dr DW Jones, Dr V Blaylock, Dr H Forbes Practice Manager: Mrs M Bottomley

# Listening ... Acting ... Improving

Throckley Primary Care 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, Mrs Marie Bottomley, in order to discuss your concerns. Mrs Bottomley 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 Mrs Bottomley at the address above.

## What will we do

Your complaint will be formally acknowledged within 5 working days and investigated within 25 working days. We shall then be in a position to offer you an explanation or a meeting to discuss it.



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## 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 limit to make a complaint

There are NHS time limits on making a complaint. Normally a complaint should be made within 12 months of the event, although in exceptional circumstances this can be extended.

## What if you remain unhappy following our investigation or do not want to contact the practice direct?

NHS England is the commissioner of primary care services (such as GP and dental practices) and, if you prefer, you can send your complaint about these services to NHS England at the address below:

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



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## 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](mailto:northoftynepals@nhct.nhs.uk)

**or write to:**

Freepost: RLTC-SGHH-EGXJ

North of Tyne PALS

The Old Stables

Grey's Yard

Morpeth

NE61 1QD



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

The Independent Complaints Advocacy Service (ICAS) will be glad to advise and support you. ICAS 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 through out these procedures.

ICAS Newcastle  
The Executive Centre  
Newcastle Cuthbert House  
City Road  
NE1 2ET  
Tel: 0300 456 8348

### **Care Quality Commission**

The Care Quality Commission (CQC) is the independent regulator of health care and adult social care services to make sure your care meets national standards in in England.

Tel: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)  
Write: Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA



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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

Tel: 0345 15 4033

Website: <http://www.ombudsman.org.uk/>

The Ombudsman will normally only become involved after you have tried to resolve your complaint through an organisation's complaints procedure.



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