

NORTON MEDICAL CENTRE

PRACTICE COMPLAINTS PROCEDURE

**NORTON MEDICAL CENTRE
BILLINGHAM ROAD
NORTON
STOCKTON ON TEES
TS20 2UZ**

TEL: 01642 745350

We always welcome the opportunity to deal with any part of our service which is causing you concern.

We operate a practice complaints procedure as part of the NHS system for dealing with complaints and our system meets national criteria.

We will do our best to resolve the problem as quickly as possible.

HOW TO COMPLAIN

Many problems can be sorted out quickly and easily as they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, you should let us know as soon as possible as this will enable us to establish what happened more easily.

Ideally you should let us know of your complaint within a matter of days, or at most a few weeks, of the incident. If this is not possible, then you should let us have details

- within twelve months of the incident that caused the problem, or
- within twelve months of discovering that you have a problem

Complaints should be addressed to Ms Leigh Malloy, the Practice Manager, or to your doctor if you prefer.

We can facilitate telephone or face to face meetings upon request. We have various Interdepartmental Teams lead by skilled Managers, such as our Reception Manager, Medicines Manager, Secretarial Lead, etc., one of whom may be the most appropriate person to discuss your concerns with. Please note if you wish to meet with a GP or the Practice Manager specifically, there may be a 4+ week wait for availability.

WHAT WE SHALL DO

We will acknowledge your complaint within three working days, and then fully investigate and provide a full response within a reasonable timeframe. We will

- establish what happened and what went wrong
- identify how we can ensure the problem doesn't happen again
- be in a position to offer you an explanation, or a meeting with the people concerned
- make sure you receive an apology, where this is appropriate

COMPLAINING ON BEHALF OF SOMEONE ELSE

We must keep strict rules of confidentiality. If you wish to complain on behalf of someone else, we need to know you have their permission to do so. A note signed by the person concerned will be needed (unless they are too ill to provide this).

TAKING YOUR COMPLAINT FURTHER

If you have a problem, we hope you will use our Practice Complaints Procedure as this will give us the best chance of correcting whatever has gone wrong, and give us an opportunity to improve our practice.

If you wish to speak to someone other than ourselves regarding concerns about your healthcare then you can contact Healthwatch Stockton on Tees.

You may feel you need help and advice to make your complaint and there are people who can help you. You can contact Healthwatch Stockton on Tees to find out about independent NHS complaints advocacy services in the area.

If you want to complain about the care you have received by the practice, but do not wish to follow the local complaints procedure, then you can contact NHS England Customer Contact Centre.

Having gone through the above procedures, if you are still not satisfied but do not wish to take the matter further within the practice, then you have the right to request an independent review of your complaint from the Parliamentary and Health Service Ombudsman (PHSO) within 12 months of the date of the final response letter.

CONTACT DETAILS

Healthwatch Stockton on Tees

Catalyst House

27 Yarm Road

Stockton on Tees

TS18 3NJ

For general enquiries Tel: 01642 688312

For information and advice Tel: 0808 1729559

Email: healthwatchstockton@pcp.uk.net

Website: www.healthwatchstockton.co.uk

NHS England Customer Contact Centre

PO Box 16728

Redditch

B97 9PT

Tel: 0300 311 22 33 (open 8.00am – 6.00pm)

Email: nhscommissioningboard@hscic.gov.uk

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033