



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.

1. How to complain

Reception staff are likely to take your initial call. They will ask you for a brief outline of the nature of the complaint and your name and contact details 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. The details of the complaint will be forwarded to the Practice Manager or Deputy Manager and if they are unavailable at the precise time of your call to speak with you, you will be contacted as soon as possible but within the three working days guideline as detailed below.

If you prefer you can write to the practice manager at this address:

Newburn Surgery
4 Newburn Road
Newcastle upon Tyne
NE15 8LX

Or email the practice manager directly at: janet.gleeson@nhs.net

2. What we will do

Complaining direct to the Practice is the quickest way to deal with your complaint. It will be formally acknowledged within three working days and investigated within ten working days. We shall then be able 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.



3. 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 must know that you have their permission to do so.

4. 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.

5. 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

- Telephone: 0300 3112233
- E-mail: england.contactus@nhs.net
- Website: www.england.nhs.uk/contact-us/feedback-and-complaints/

6. Help with making a complaint.

a) 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.

You can contact PALS in the following ways:

- Freephone: 0800 0320202. Monday – Friday between 9.00am – 4.30pm
Outside of these hours you can leave a message on an answer-machine, and you will be contacted on the next working day.
- Text: 01670 511098



- Email: northoftynepals@nhct.nhs.uk
- Post: FREEPOST PALS

b) Newcastle 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 can give advice, information and support to complainants throughout these procedures.

You can contact Newcastle NHS Independent Complaints Advocacy in the following ways.

- Post: NHS Complaints Advocacy (Your Voice Counts)
Mulgrave Terrace
14-16 Greenesfield Business Centre
Gateshead
NE8 1PQ
- Tel No: 0191 478 6472. Monday – Friday 9.00am – 5pm
- Email: nhsadvocacy@yvc.org.uk
- Website: yvc.org.uk/nhsica

c) Parliamentary and Health Service Ombudsman:

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

You can contact them in the following ways.

- Tel No: 0345 015 4033. Monday to Thursday 9am to 4pm | Friday 8.30am to 12pm•
- Website: www.ombudsman.org.uk