



JESMOND

HEALTH PARTNERSHIP

PATIENT COMPLAINTS PROCEDURE

We aim to provide patients with the best care we can, but there is the chance that we may sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it.

This leaflet will tell you what to do if you need to complain about any of the services we offer.

**GENERAL PRACTITIONERS AT 17 AND 200 OSBORNE ROAD.
FORMERLY HOLLY MEDICAL GROUP AND THE SURGERY.**

1 - WHO CAN COMPLAIN?

You can complain about something that has happened to you or about another person's treatment, if they are a child or where a patient has died.

We keep strictly to the rules of patient confidentiality.

If you are making a complaint on behalf of someone else, we need to know you have their permission to do so. In order to process the complaint we need to have their permission in writing, unless they are unable to because of death, illness or incapacity.

2 - TIME LIMITS

We hope that most problems can be sorted out quickly and easily at the time they arise and with the person concerned.

If the problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily.

Usually complaints can only be investigated if they are made:

- Within 12 months of the incident that caused the problem.
- Within 12 months of you realising that you have something to complain about.

These time limits can be waived if there are valid reasons why you could not submit a complaint sooner.

3 - WHAT THE PRACTICE WILL DO

We shall acknowledge your complaint within 3 days, this may be orally or in writing. Then we will agree a complaint plan with you which will include:

- Details of all parties and how they can be contacted.
- The issues that need to be addressed.
- The planned outcomes.
- How the matter will be investigated (proportionate to risk).
- The time-scale for the investigation and any interim progress reports that will be provided to you throughout the process.
- How the responses will be provided.
- How the practice will provide follow-up on any action or measures taken as a result of a patient complaint as a means of continuous improvement.

5 - CONTINUED

Signature:

Signed on behalf of patient

Name

Date

If your complaint is on behalf of a third party, we may need to contact them to seek their consent.

6 - WHO TO COMPLAIN TO

Complaints should be addressed to:

Complaints Manager
Jesmond Health Partnership
17 Osborne Road
Newcastle
NE2 2AH

We hope that if you have a problem you will use our in-house practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and improving our practice.

Alternatively, you may wish to contact NHS ENGLAND on: 0300 311 2233 or 0300 330 5454 (Voiceability)

7 - YOUR RIGHTS WHEN MAKING A COMPLAINT

You have the right to:

- Have any complaint you make about NHS services dealt with efficiently and properly investigated.
- Know the outcome of any investigation into your complaint.
- Take your complaint to the independent Parliamentary and Health Service Ombudsman (PHSO) if you are not satisfied with the way your complaint has been dealt with by the NHS.

PHSO
Millbank Tower
London, SW1P 4QP

Telephone - 0345 015 4033
Web - ombudsman.org.uk/making-complaint