



WEST RAINTON SURGERY



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POLICY AND PROCEDURES FOR MAKING A COMPLAINT

Making a Complaint:

If you have any complaints or concerns about the service that you have received from the doctors or staff for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your 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 the most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint:

- Within 6 months of the incident that caused the problem; OR
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

The practice Manager will be pleased to deal with any complaint. They will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

- In person, ask to speak to the Practice Manger.
- In writing, some complaints may be easier in writing. Please give as much information as you can, then send your complaint to the practice for the attention of the Practice manager as soon as possible.

What we shall do:

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complain within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer an explanation, or a meeting with the people involved.

When we look into your complaint we shall aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where appropriate.
- Identify what we can do to make sure the problem does not happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining on behalf of someone else:

Please note that we keep strictly to the rule of medical confidentiality. If you are complaining on behalf of someone else we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable of providing this.

What can you do next:

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and give us the opportunity to improve our practice.

This does not however, affect your right to approach the local Primary Care Trust if you feel you cannot raise your complaint with us or if you are dissatisfied with the way we are dealing with your complaint. The Patient Advice and Liaison Service (PALS) based at Stanley provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS. You can reach them on: **Telephone 0800 195 7998**

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Healthcare Commission to review your case. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those in the health service. You can contact them on: **020 7448 9200**; or write to them at: **Healthcare Commission (Complaints Team), Peter House, Oxford Street, MANCHESTER M1 5AN**

Website: www.healthcarecommission.org.uk

Help us to get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well, or if you have any suggestions as to how we can do something better. Please contact Kerry Dunbar or email her on kerry.dunbar@nhs.net