

You may also approach PALS for help or advice;
The Patient Advice and Liaison Service (PALS) provides 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

North of Tyne PALS
Freephone: 0800 0320202
Website: www.pals.nhs.uk
Email: northoftynepals@nhct.nhs.uk

North of Tyne PALS
Freepost
RLTC-SGHH-EGXJ
The Old Stables
Greys Yard
Morpeeth
NE61 1QD

You may also approach ICAS for help or advice;
Independent Complaints Advocacy Service (ICAS)

The Executive Centre Newcastle
Cuthbert House, City Road
Newcastle upon Tyne
NE1 2ET

Tel 0300 456 8348

Email: Newcastleicas@carersfederation.co.uk

The Practice Complaints Manager is:
Ms Sharon Kinninmonth – 0191 236 2115

If you are dissatisfied with the outcome
You have the right to approach the Ombudsman. The contact details are:
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk

Wideopen Medical Centre

Complaints Procedure

Great North Road
Wideopen
Tyne and Wear
NE13 6LN

0191 236 2115

www.wideopenmedicalcentre.nhs.uk

**Also see separate
Complaints Form
available at Reception or on our
Website**

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. Our Reception Manager / Practice Manager is always happy to discuss any concerns in person or over the phone 0191 236 2115.

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so AS SOON AS POSSIBLE - ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem.

Oral complaints are given the same importance as written complaints. If you would prefer to discuss your complaint, please ask to speak with the Reception Manager or Practice Manager who will take a statement from you. A copy of the statement will be posted to you for you to sign as an accurate account of the complaint. You will be asked to return the statement so we can investigate and respond.

Alternatively, you should address your complaint in writing to the Complaints Manager (you can use the attached form). He/she will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible. as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet. We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a

complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

The Complaints Manager, Wideopen Medical Centre,
Great North Road, Wideopen, Tyne and Wear, NE13
6LN.

What we do next

We look to settle complaints as soon as possible.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days. Regulations do not stipulate a timescale for responding to a complaint. The practice will agree this with the complainant as part of the acknowledgment process.

You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.