



Patient Information Leaflet

Complaints Procedure

For

**Services Managed by
TyneHealth**

(the Federation for GP Practices in North Tyneside)

Website: www.tynehealth.org.uk

Email: tynehealth.complaints@nhs.net

Tel: 0191 691 8777

How to complain

We would encourage you to raise any concerns straight away with the reception staff at the time they arise.

If your concerns 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 in order to enable us to establish what happened promptly. If it is not possible to do this, you should:

- ◆ Make your complaint within 12 months of the incident, or within 12 months of the matter coming to your attention. This time limit can sometimes be extended as long as it is still possible to investigate your complaint
- ◆ If you wish to speak to someone further regarding your concerns, please ask for the Chief Executive of Tyne Health.
- ◆ You can also make a complaint in writing using either the complaints form, available at reception or by **email** at the following address: tynehealth.complaints@nhs.net. Please address this for the attention of the Chief Executive.

Complaining on behalf of someone else

Please note that we adhere strictly to the rules 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 (because of illness or disability) of providing this.

What we will do

We will acknowledge your complaint within 3 working days. We will aim to respond to your complaint within 40 working

days; sometimes this won't be possible due to the nature and complexity of some complaints.

When we look into your complaint we will:

Find out what happened and what went wrong;

Arrange for you to discuss the problem with us if you would like to;

Make sure you receive an apology where this is appropriate;

Identify what we can do to make sure the problem does not happen again; and

Let you know what we have done.

Unhappy with the outcome of your complaint?

- ◆ If you are still not happy with the response provided, you can ask the Independent Parliamentary and Health Service Ombudsman to look at your complaint:
- ◆ Parliamentary and Health Service Ombudsman Millbank Tower Millbank London, SW1P 4QP. Phone: 0345 015 4033 Website: www.ombudsman.org.uk
- ◆ For public health services complaints, contact the Local Government Ombudsman Website: www.lgo.org.uk

The NHS Constitution sets out your rights as a patient, and explains the commitments the NHS has made to providing you with a high-quality service. Organisations providing NHS care must take account of the NHS Constitution when treating you, so you may find it helpful to refer to it if you are thinking about making a complaint.

Go to: <https://www.gov.uk/government/publications/the-nhs-constitution-for-england> for details.

Useful contact details

North Tyneside Healthwatch -Telephone: 0191 263 5321
Email: info@healthwatchnorthtyneside.co.uk

Citizens advice Phone: 03444 111 444

Website: www.citizensadvice.org.uk

Primary care complaints (for example, GPs, dentists):
NHS England PO Box 16738 Redditch, B97 9PT.

Email: england.contactus@nhs.net

Phone: 0300 311 22 33

TYNEHEALTH CAN BE REACHED ON

Email: tynehealth.office@nhs.net

Post: TyneHealth Ltd, 10 Hedley Court,

Orion Business Park, North Shields, NE29 7ST

Tel: 0191 691 8777

Website: www.tynehealth.org.uk