

Contact us.

10 Hedley Court,
Orion Business Park,
North Shields,
NE29 7ST

0191 6918777

tynehealth.complaints@nhs.net

www.tynehealth.org.uk

Complaints Procedure

For
Services Managed by TyneHealth Ltd

GP Federation North Tyneside



Have your say.

How do I make a complaint?

Many concerns can be solved quickly.
Please speak to a member of our reception team, your practice manager, or the clinician involved at your earliest convenience.

If you wish to make a formal complaint,
you can do this in writing (by letter or email).

Complaints Manager
Rebecca Carr - Operations Manager

Responsible Person
Dr Kirstin Richardson - Medical Director

- We will acknowledge your complaint within three working days.
- Anyone can make a complaint (including a carer, relative, or representative acting on your behalf).
- Making a complaint will not affect the quality of care you receive now or in the future.

Complaints Procedure

What We Will Do

- We will investigate your concerns fairly and thoroughly.
- We will aim to put things right where we can.

Investigation

- We will review relevant records.
- We may speak to the staff involved.
- We may gather information from other healthcare providers if needed.

We will normally provide our final response within 40 working days of receiving your complaint. If this is not possible, we will let you know and keep you updated.

Complaints should be raised as soon as possible. We can usually only look into concerns that happened within the last 12 months.

We will keep your complaint confidential, sharing information only with those who need to know to investigate.

If you are not happy with our response, you can contact HealthWatch (an independent consumer champion) at www.healthwatch.co.uk.

If you remain unhappy, you can ask the Parliament and Health Service Ombudsman (PHSO) to look into your complaint.

www.ombudsman.org.uk/making-complaint
0345 015 4033
phso.enquiries@embudsman.org.uk