

Complaints Form

It is our policy to ensure a high standard of service in all aspects of our care

If you have any comments to make about this surgery, its doctors or staff, this form will give you information about our procedure.

If you would prefer to discuss matters in person, please make an appointment to see our Management Partner, Mrs. Julia Speight. Our complaints procedure is operated by Mrs. Speight as part of the NHS system for dealing with complaints. Our procedure meets national criteria.

How to complain

We hope that most problems can be resolved quickly, easily and at a local level. We need to know the details of your complaint as soon as possible. This enables us to establish the facts more easily.

We need to be informed of the complaint **EITHER** within twelve months of the incident **OR** within twelve months of discovering that you have a problem. This timescale can be reviewed in exceptional circumstances.

To make a complaint you may **EITHER**:

- make an appointment to see the Management Partner, Mrs. Speight
- complete this form and hand it in to reception
- complete this form and post it to us at The Green House Surgery, Redcar Primary Care Hospital, West Dyke Road, Redcar. TS10 4NW
- You can complain to NHS Redcar and Cleveland (Primary Care Trust) or you can telephone the Patient Advice and Liaison Service at NHS Redcar and Cleveland. Or you can write to Redcar and Cleveland PCT, Riverside House, High Force Road, Middlesbrough, TS2 1RH. (Any complaint submitted to NHS Redcar and Cleveland will be processed in line with their local NHS Complaints procedures).

What we shall do

We shall acknowledge your complaint within **three working days** of receipt.

We aim to investigate your complaint within **ten working days** and advise you of our findings. Sometimes this is not possible if the complaint involves outside agencies.

We aim to:

- ❖ Thoroughly investigate the events.
- ❖ Identify any areas of concern.
- ❖ Keep you informed of developments.

The Green House Surgery
Tel: 01642 475157 Fax: 01642 470885
Web: www.thegreenhousesurgery.co.uk

- ❖ Take action to rectify any problems with our service.

Complaining on behalf of someone else

We strictly observe the rules of medical patient confidentiality. If you are complaining on behalf of someone else, it is essential that you obtain the written consent from the patient to authorise us to deal with a third party. If you are unable to obtain consent from the patient, please contact our Management Partner for further advice.

Where to seek help and advice

The following agencies can provide assistance and advice to you:

1. The PALS service (Tel: 0800 013 0500)
2. NHS Direct (Tel: 0845 46 47)
3. Local citizens advice bureau

If you require assistance in making your complaint you can contact the Independent Complaints Advocacy:

ICAS (Independent Complaints Advocacy Service)
Evans Business Centre
Durham Way South
Aycliffe Industrial Park
Newton Aycliffe
DL5 6XP

Telephone: 0300 456 8348

What to do if you are still dissatisfied or feel that your complaint was handled badly?

If you remain dissatisfied with our response to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your case. The Parliamentary and Health Service Ombudsman took over the responsibility from the Healthcare Commission of reviewing NHS Complaints from 1 April 2009. You can contact the PHSO on 0345 015 4033 or in writing to The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

Complaints Form

Patient Details:

Name	
Address	
Telephone no.	
Date of Birth	

Please tick the box which reflects the patient's ethnicity.

This information is used to make sure that ethnic minorities have the same opportunity to complain as white British

White	: British	
	: Irish	
	: Other white	
Mixed	: White & Black Caribbean	
	: White & Black African	
	: White & Asian	
	: Other mixed	
Asian or Asian British	: Indian	
	: Pakistani	
	: Bangladeshi	
	: Other Asian	
Black or Black British	: Black Caribbean	
	: Black African	
	: Other Black	
Other ethnic	: Chinese	
	: Other ethnic category	
Not stated		

Complainant Details (if differs from above):

Name	

Address	
Telephone no.	
Date of Birth	
Relationship to patient	

Please tick the box which reflects the complainant's ethnicity.		
This information is used to make sure that ethnic minorities have the same opportunity to complain as white British		
White	: British	
	: Irish	
	: Other white	
Mixed	: White & Black Caribbean	
	: White & Black African	
	: White & Asian	
	: Other mixed	
Asian or Asian British	: Indian	
	: Pakistani	
	: Bangladeshi	
	: Other Asian	
Black or Black British	: Black Caribbean	
	: Black African	
	: Other Black	
Other ethnic	: Chinese	
	: Other ethnic category	
Not stated		

On this page, please give as much information about your complaint as possible, details such as names and dates are particularly important.

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Please use additional sheets if necessary.

Date ----- Signature -----