

1.7 Need help making a complaint?

If you want help making a complaint, HealthWatch NorthTyneside can help you find independent NHS complaints advocacy services in your area. Please call 0191 263 5321 or visit www.healthwatchnorthtyneside.co.uk Patient Advice and Liaison Service (PALS) offer information, advice and support to patients with questions or concerns about an NHS service. Please call 0800 0320202



Complaints Leaflet

Main Surgery:
Hadrian Health Centre
Elton Street East, Wallsend, NE28 8QU

Branch Surgery:
Battle Hill Health Centre
Belmont Close, Wallsend, NE28 9DX

T: 0191 300 2707
E: hhc.a87029@nhs.net
W: hadrianhealthcentre.co.uk

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1.1 Introduction

If you have a complaint or concern about the service you have received from the doctors or any of the staff working at Hadrian Health Centre, please let us know. This includes Primary Care Network staff working as part of our GP surgery. We operate a complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

1.2 How to complain

We hope that most problems can be sorted out easily and quickly when they arise and with the person concerned. For example, by requesting a face-to-face meeting to discuss your concerns.

If your problem cannot be sorted out this way and you wish to make a complaint, we would like you to let us know as soon as possible. By making your complaint quickly, it is easier for us to establish what happened. If it is not possible to do that, please let us have 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 this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager/Deputy Manager verbally or in writing to Hadrian Health Centre, Elton Street East, Wallsend, NE28 8QU. Alternatively, you may ask for an appointment with the GP surgery to discuss your concerns. Please be as specific as possible about your complaint.

1.3 What we will do

We will acknowledge your complaint within three working days. We will aim to have investigated your complaint within 28 working days of the date you raised it with us. We will then offer you an explanation or a meeting with the people involved, if you would like this. When we investigate your complaint, we will aim to:

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

If it is not possible to complete our investigation within 28 working days of the date you raised it with us, we will contact you with an updated timescale.

1.4 Complaining on behalf of someone else

We take medical confidentiality seriously. If you are complaining on behalf of someone else, we must know that you have their permission to do so. A letter of consent signed by the person concerned will be needed unless they are incapable (because of illness) of providing this.

1.5 Complaining to NHS England

We hope that you will use our Practice Complaints Procedure if you are unhappy. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our GP surgery.

However, if you feel you cannot raise the complaint with us directly, please contact NHS England. You can find more information on how to make a complaint at <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>.

1.6 Unhappy with the outcome of your complaint?

If you are not happy with the way your complaint has been dealt with by the GP surgery and NHS England and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman (PHSO). The PHSO makes final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use.

To take your complaint to the Ombudsman, visit the <https://www.ombudsman.org.uk/> or call 0345 015 4033