

## USEFUL CONTACTS

### **Newcastle Primary Care Trust**

Complaints Co-ordinator  
Bevan House, 1 Esh Plaza,  
Sir Bobby Robson Way,  
Great Park, Newcastle  
NE13 9BA

Tel: (0191) 217 2500

### **Newcastle PALS**

Patient Advice & Liaison Service

Tel: 0800 032 0202

E-mail:

[northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)

### **Independent Complaints Advocacy Service (ICAS)**

(Provided by the Carers Federation)

The Executive Centre Newcastle  
Cuthbert House, City Rd, All Saints  
Newcastle-upon-Tyne  
NE1 1DE, Tel: 0808 802 3000

### **Parliamentary & Health Service Ombudsman**

Millbank Tower, Millbank  
London, SW1P 4QP

Tel: 0345 015 4033

E-mail: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

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Review Date: April 2013*

## FURTHER HELP AND ADVICE

Your local **PALS** can help with your complaint. They assist patients with complaints against family doctors, dentists, opticians, pharmacists, hospitals and community health services.

The local **Primary Care Trust** offer advice on the NHS Complaint's procedure.

Another source of information is **the Citizens Advice Bureau**.

## FINALLY.....

We want to know when things go wrong, so, where appropriate we can put them right and learn from our experience to improve our services for other patients.

# BETTS AVENUE MEDICAL CENTRE

## HOW TO MAKE A COMPLAINT



2 Betts Avenue, Benwell  
Newcastle-upon-Tyne  
NE15 6TQ  
Tel: (0191) 274 2767

Kenton Clinic, Sherringham Avenue  
Newcastle-upon-Tyne  
NE3 3QP  
Tel (0191) 246 1546

E-mail:

[bettsavenue@nhs.net](mailto:bettsavenue@nhs.net)

Website:

[www.bettsavenue.co.uk](http://www.bettsavenue.co.uk)

This leaflet explains what you can do if you are unhappy about any service you have received from the doctors or any of the staff working in this practice.

We operate a practice based complaints procedure as part of the National Health Service system for dealing with complaints.

## **HOW TO COMPLAIN**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

Complaints can be addressed with any member of staff and there is no requirement to have your complaint dealt with formally. Complaints can also be made electronically by e-mail to:

[bettsavenue@nhs.net](mailto:bettsavenue@nhs.net)

The practice will aim to acknowledge all complaints within 3 working days of receipt and agree with the complainant a 'complaints handling plan'.

This plan will detail who the contacts are for the investigation and what the approximate timescales are to respond to the complaint.

## **WHO CAN COMPLAIN?**

Anyone who is receiving, or has received, NHS treatment or services can complain.

If you are unable to complain yourself then someone else, possibly a relative or close friend, can complain on your behalf.

## **IS THERE A TIME LIMIT?**

It is important that you make your complaint as soon as possible after the event you wish to complain about has occurred.

You should normally complain within 12 months of the event(s) concerned or within 12 months of becoming aware that you have something to complain about.

Primary care practitioners and complaints managers in NHS organisations have discretion to waive this time limit if there are good reasons why you could not complain earlier.

## **WHAT WE WILL DO?**

Upon receipt of a written complaint we will acknowledge your complaint within 3 working days and aim to have looked into your concerns within 10 working days from the date you raised the matter with us.

We shall then be in a position to offer you an explanation, or a meeting with the people concerned and to provide a full response.

If you remain unhappy after local resolution then you can complain to the Parliamentary & Health Service Ombudsman. ( see back of leaflet for contact details )

The Ombudsman is completely independent of the NHS and Government.