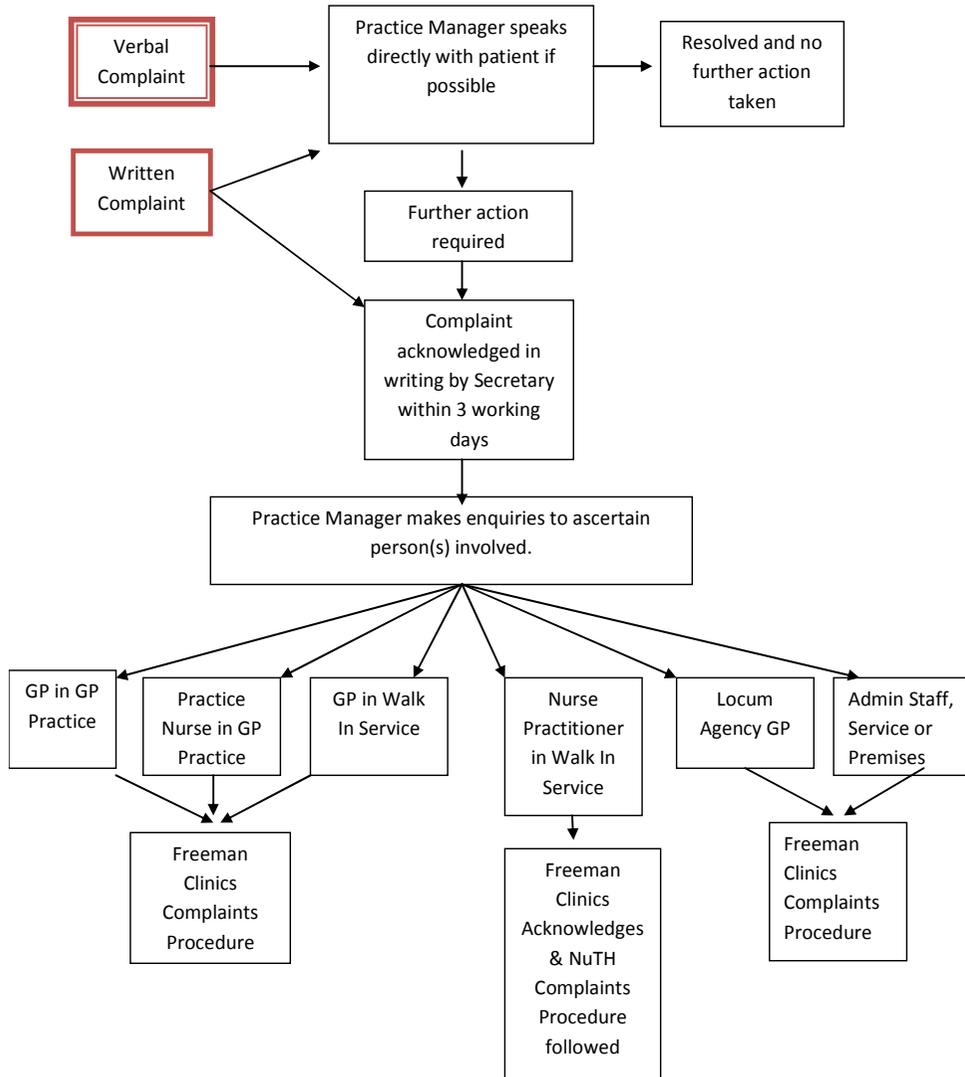


Complaints Flowchart



Complaint Flow Chart



Patient Information Leaflet

Complaints Procedure

Battle Hill Health Centre
 Belmont Close
 Battle Hill
 NE28 9DX
 Tel: 0191 295 8520

Ponteland Road Health Centre
 169 Ponteland Road
 NE5 3AE
 Tel: 0191 271 9030

Earsdon Park Medical Practice
 Shiremoor Resource Centre
 Earsdon Road, Shiremoor
 NE27 0HJ
 Tel: 0191 251 7139

How to complain

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

If your problem 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 – ideally within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within six months of the incident that caused the problem, or
- Within six months of discovering that you have a problem, provided that no more than twelve months has elapsed from the date of the incident

If you wish to speak to someone directly about your complaint, please ask for the Practice Manager, Yvonne Scotland



Alternatively, any written complaints should be addressed to the Practice Manager, Yvonne Scotland who will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we will do

We will acknowledge your complaint within three working days and aim to have looked into your complaint within as timely a manner as possible of it being raised with us although sometimes this won't be possible due to the nature and complexity of some complaints.

We will then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint we aim to:

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

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.