

Review of

Complaints

Complaints received by the practice will be reviewed to ensure that learning points are shared with the whole practice team:

Complaints received during the month will be reviewed monthly at the practice staff meeting to ensure any actions required are put into practice.

A full review of all complaints will be carried out annually to identify any trends or additional actions/learning points.

Confidentiality

All complaints will be treated in the strictest confidence.

Where the investigation of the complaint requires consideration of the patient's medical records, the Complaints Manager will inform the patient or person acting on his/her behalf if the investigation will involve disclosure of information contained in those records to a person other than the practice or an employee of the practice.



WORKING WITH OUR PATIENTS
TO IMPROVE HEALTH



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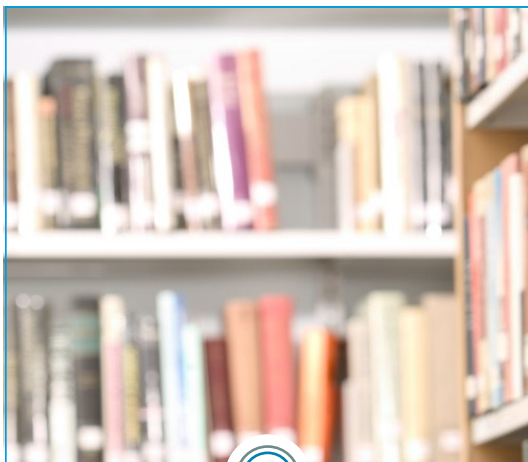
Newlands Medical Complaints leaflet to patients

We need our patients to let us know if things are not going right either formally or informally so we can make changes to our systems and improve processes and improve the care provided to our patients or the patient journey through our service .

Patients need to be assured that raising a concern does not affect the service they receive or the care we provide them. We welcome feedback, both positive and negative.

Sometimes patients may raise concerns informally with reception and reception may be able to resolve concerns. Concerns are fed back to our Management Team.

Thank you



[Help Making a complaint](#)

ICAS is a service which can help patients through the complaints procedure. This is a free and confidential service.

Email ica@carersfederation.co.uk

Tel: 0191 478 8350

[Unhappy with the way the Practice has investigated your complaint?](#)

All patients have the right to ask the Parliamentary and Health Service Ombudsman to review their complaint if they are unhappy with the way in which the practice has investigated their complaint

Contact details 03450154033

www.ombudsman.org.uk

IF A PATIENT WISHES TO MAKE A FORMAL COMPLAINT

- A complaint can be made verbally or in writing to our Complaints Manager, Lorna Hughes, Newlands Medical Centre, Borough Road, Middlesbrough TS1 3RX tel: 01642 247029.
- A representative may complain on behalf of a patient but consent will be required.
- ICAS is a service which can support patients.
- A complaint will be acknowledged within 3 working days, if the Complaints Manager is not available The Assistant Practice Manager / Practice Business Manager will acknowledge the complaint.
- All complaints are investigated and patients informed of any actions taken or changes made as a result of their complaint.

Action upon Receipt of a Complaint

Complaints will be forwarded to the Complaints Manager or a member of the management team upon receipt.

We will be transparent and honest when things go wrong and learn from mistakes to improve our service.

Each complaint will be thoroughly investigated and a written response provided to the complainant.

We aim to provide a response and conclusion in writing to complaints within 28 days, should this not be possible the complainant will be contacted and informed of any delay, the reason for the delay and the new response date.