

## **Complaints Procedure**

<b>Responsible Person:</b>	Practice Management / Dr Chadwick
<b>Version:</b>	3.0
<b>Review Date:</b>	April 2026
<b>Next Review Date:</b>	April 2028

### **1. Introduction**

1.1. Every patient has the right to make a complaint about the treatment or care they have received at Heaton Road Surgery. We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

1.2. This Policy:

- a Sets out who the complaints lead is
- b Sets out how to make a formal complaint
- c Sets out alternative ways to make complaints

### **2. Complaints Lead**

2.1. The responsible person, or complaints lead, is Dr Polly Chadwick, GP Partner. Within the Practice Management team, Kay Bainbridge, Assistant Practice Manager is the complaints lead.

### **3. Informal Complaints**

3.1. Most complaints can be resolved quickly and easily with the person involved, often at the time they arise, and this may be the approach you try first.

### **4. Formal Complaints**

4.1. Where we are not able to resolve your complaint in this way and wish to make a formal complaint, you should do so, preferably in writing as soon as possible after the event and ideally within 5 days, giving as much detail as you can, as this helps us establish what happened more easily. In any event, this should be

- Within 12 months of the incident,
- Or within 12 months of you becoming aware of the matter

### **5. How to submit a complaint:**

**Post:** Dr Chadwick, GP Partner, Heaton Road Surgery, 17-19 Heaton Road, Newcastle Upon Tyne, NE6 1SA

**Online:** you can submit a complaint online via the Practice website at: <https://heatonroadsurgery.nhs.uk/nhs-services/feedback/complaints/complaints-form/>

**Email:** [nencicb-ng.heatonrdmanagement@nhs.net](mailto:nencicb-ng.heatonrdmanagement@nhs.net)

**Form:** Complete the attached form and hand this into reception.

**Phone:** Call the Practice on 0191 265 5911 and inform reception that you wish to make a complaint. Our receptionist will ask you for some details and will forward this onto Kay Bainbridge, Assistant Practice Manager. One of the management team will aim to call you back within 3 working days, after they have an initial investigation into the complaint.

**Heaton Road Surgery  
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Newcastle upon Tyne NE6 1SA  
Tel 0191 2655911**

Please note, they are unable to have the call immediately forwarded to the management team due to them gathering information for the initial investigation such as listening to the telephone call or speaking to staff members involved. In addition to this, the Practice Management Team unable to have an unscheduled face to face meeting regarding a complaint. This is because a meeting will need to take place around clinical room availability to maintain patient confidentiality.

**5. Alternative way to make a complaint:**

5.1. If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

Primary Care Complaints Team  
Newcastle and North Cumbria ICB  
Pemberton House  
Colima Avenue,  
Sunderland,  
Tyne and Wear,  
SR5 3XB

Email: [nencicb.complaints@nhs.net](mailto:nencicb.complaints@nhs.net)

Telephone: 0191 374 4218

Website: <https://northeastnorthcumbria.nhs.uk/contact-us/complaints-concerns-and-compliments/>

**6. What we shall do**

6.1. We shall acknowledge your complaint within three working days of receipt and will provide you with a time frame to fully investigate the issues raised. We shall then be able to offer you an explanation, or a meeting with the people involved. When we investigate your complaint, we shall aim to:

- Find out what happened and what went wrong:
- Make it possible for you to discuss the problem with those concerned if you would like to do 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.

**7. Complaining of behalf of someone else**

7.1. We keep strictly to the rules of medical confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm they are unhappy with their treatment and that we can deal with someone else about it. There may be an exception to this where the patient is incapable of providing this due to illness, accident or deceased.

7.2. Please ask at reception for the complaints form, which contains a suitable authority for the patient to sign to enable the complaint to proceed, alternatively, we will send one for you to return to us when we receive your initial written complaint.

7.3. Please note we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are making a complaint on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

**8. We would also like to inform you of the following services:**

**8.1. North East NHS Independent Complaints Advocacy Service**

They offer a free service which is independent of the NHS and will help you explore your options at any stage of a complaints process. Their contact details are as follows:  
t. 0191 478 8350

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Tel 0191 2655911**

e. [ica@carersfederation.co.uk](mailto:ica@carersfederation.co.uk)  
[www.carersfederation.co.uk](http://www.carersfederation.co.uk)

## **8.2. The Health Services Ombudsman**

It is the aim of the NHS Complaints Procedure that complaints be resolved at a local practice level. However, if you remain dissatisfied you have the right to request an independent review by the Health Services Ombudsman.

If you have any questions about whether the Ombudsman may be able to help you or about how to make a complaint, please contact them:

Helpline: 0845 015 4033  
Email: [phso.enquires@ombudsman.org.uk](mailto:phso.enquires@ombudsman.org.uk)

In writing: The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Further information can be found on their website at: [www.ombudsman.or.uk](http://www.ombudsman.or.uk)





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**Patient authorisation form for complaints on behalf of someone else**

**\*Please note all sections must be completed in full**

Section 1: Patient details the complaint is regarding

Date:

Patient's Full Name:

Date of Birth:

Address:

GP Address: Heaton Road Surgery, 17-19 Heaton Road, Newcastle Upon Tyne, NE6 1SA

**To be completed by the person named in Section A and the nominated person acting on that person's behalf.**

I, .....certify that I am the person named in

Section A. I hereby give consent for .....

(Name of nominated person) to make a complaint on my behalf. I understand that this will involve information from my health records being disclosed.

Signed: ..... date: .....

**For the nominated person**

I (insert name in BLOCK capitals).....

Have consent from the person detailed in Section A to act on their behalf.

Address of nominated person:

Telephone number of nominated person:

Signed: ..... Date: .....

**To be completed by person's next of kin/personal representative/executor**

I (insert name in BLOCK capitals) ..... confirm that I am making a complaint on behalf of the person named in Section A, because:

- The person is under the age of 16;
- I am the next of kin/ representative of the person named in Section A

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- I am the next of kin/representative/executor of the deceased person named in Section A.\*
- I have relevant nominated Power of Attorney for the person in Section A.\*

(please tick as appropriate)

Signed: ..... date: .....

\* Please supply copy Grant of Representation (as issued by the Probate Registry) or power of attorney as appropriate

Please return complaints to:

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**Form:** Complete the attached form and hand this into reception.