

### **If you are dissatisfied with the outcome**

You may approach PALS for help or advice:

The **Patient Advice and Liaison Service (PALS)** provide confidential advice and support to patients, carers and relatives, representing their views and resolving local difficulties by working in partnership with NHS staff. They are there to help sort out any concerns you may have about the care we provide.

**The practice Complaints Manager is:**

- **David Nicholson – Practice Manager**

The contact details for PALS are:

Availability **Monday-Friday between 9am-5pm** – outside of these hours you can leave a message on the answering machine and you will be contacted on the next working day. You can contact PALS in the following ways:

- **Freephone: 0800 032 0202**
- **Fax: 01670 511 260**
- **Text: 01670 511 098**
- **Email: [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)**

Or you can write to PALS as follows:

**FREEPOST  
RLTC-SGHH-EGXJ  
North of Tyne PALS  
The Old Stables, Grey's Yard  
Morpeth  
NE61 1QD**

You may approach the NHS Independent Complaints Advocacy:

The NHS Independent Complaints Advocacy team are an independent body which represent the view of users of the health service. They can offer support and give advice to complainants throughout these procedures. The contact details are:

**North East NHS Independent Complaints  
Advocacy  
Carers Federation ICA  
Unit 312, DBH Gateshead  
Aidan House  
Sunderland Road  
Gateshead  
NE8 3HU  
Tel: 0808 808 3000**

You have the right to approach the Health Service Ombudsman. The contact details are:

**The Parliamentary and Health Service  
Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP**

**Tel: 0345 015 4033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

## **Saville Medical Group**

### **Complaints Procedure**



**Also see separate Complaints Form  
available at Reception**

## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned, and this may be the approach you try first.

Where you 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 a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident
- Or within 12 months of you discovering that you giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

### Send your written complaint to:

**David Nicholson – Practice Manager**  
**Saville Medical Group**  
**7 Saville Place**  
**Newcastle-upon-Tyne**  
**NE1 8DQ**

## What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this, we will let you know and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal 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 that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that 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.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party and this depends on the wording of the authority provided.