



## Complaints Procedure

We always try to provide the best services possible, but there may be times when you feel this has not happened. If you wish to make a complaint please see the procedure below:

### Local Resolution

#### Stage 1 - Verbal Complaint

If you wish to make a complaint you may do so verbally to the Reception Supervisor who will endeavour to resolve your complaint within 24 hours.

#### Stage 2 - Written Complaint

If you wish to complain in writing then you should address your letter to Chris Watson, Practice Manager marked "Private and Confidential – Complaint". The Practice Manager will decide on what method of investigation to undertake.

The Practice Manager will acknowledge your complaint in writing within 2 working days and will investigate the matter thoroughly and respond in writing. We hope to respond to the complaint within 10 working days. Occasionally however this may take a little longer than anticipated if, for example, other agencies are involved or if those involved are absent.

We try to address your concerns fully, provide you with an explanation where appropriate and inform you of any action that is required.

Our Practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified or mistakes we have made.

We respect our duty of confidentiality to patients and any complaint is to be made by a third party will require the patients' consent in writing.

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#### YOUR DOCTORS

Dr P McEvedy, Dr C Henderson, Dr S Gittins, Dr N Shiell, Dr G Watts, Dr G Smith, Dr H Ainsley,  
Dr P Atkinson, Dr L Corrigan, Dr A Van den Bos, Dr H Harman, Dr R Parr, Dr H Yarrow, Dr S Sheth, Dr E Stewart, Dr J McHugh, Dr R Cross

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**Gatacre Street BLYTH, Northumberland, NE24 1HD** Telephone: **01670 542630** Fax: **01670 396517**

Secure Email: [NORCCG.Railway-a84009@nhs.net](mailto:NORCCG.Railway-a84009@nhs.net) Website: <http://www.railwaymedicalgroup.co.uk>

Alternatively you can make a written complaint to NHS England, PO Box 16738, Redditch, B97 9PT, with "For the attention of the Complaints Manager" in the subject line. You can also contact them by telephone on: 0300 311 22 33 or email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net). They will provide you with further guidance and deal with your complaint.

### **Stage 3 - The Parliamentary and Health Service Ombudsman**

If you are not content with the Complaints Manager's reply, the next step is to escalate your complaint to the PHSO. Should you have any questions about whether the Ombudsman may be able to help you or about how to make a complaint please contact their helpline on 0345 015 4033, email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or fax: 0300 061 4000. Or you can write to them at:

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

Further information about the Ombudsman can be found on [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Further Information**

You can contact the Patient Advice and Liaison Service (PALS) which is an established service in every NHS Trust. PALS are not part of the complaints procedure itself but they might be able to resolve your concerns informally.

Advice can also be sought from the Independent Complaints Advocacy - Northumberland (ICAN). You can contact write to them at Healthwatch Northumberland, Adapt, Burn Lane, Hexham, Northumberland, NE46 3HN. You can also contact them by telephone on: 03332 408 468 or email: [info@healthwatchnorthumberland.co.uk](mailto:info@healthwatchnorthumberland.co.uk).