Help us get it right

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

We constantly try to improve the service we offer.

If we get it wrong, we want to know. Unless you tell us we cannot put it right. We treat every complaint as a positive tool to improve our services.

Contact Us

Trinity Medical Centre
New George Street
South Shields
NE33 5DU

Phone: 01914560053

Email:
nencicb-styn.trinitymc@nhs.net

Website:
www.trinitymedicalcentre.nhs.uk

IF YOU ARE DISSATISFIED WITH THE OUTCOME

You have the right to approach the Parliamentary & Health Service Ombudsman.
Their contact details are:
The Parliamentary and Health Service Ombudsman
Millbank Tower
30 Millbank
London
SW1P 4QP
Tel: 0345 015 4033
Website: www.ombudsman.org.uk
www.ombudsman.org.uk/make-a-complaint

You may also approach PALS, Healthwatch or the Independent Health Complaints Advocacy for help or advice;
The local Healthwatch can be found at:
www.healthwatch.co.uk
The IHCA is able to be contacted at:
www.seap.org.uk/services/nhs-complaints-advocacy
The Patient Advice and Liaison Service (PALS)
is based at: Barton Centre, Cherry Knowle Hospital, Ryhope,
Sunderland, SR2 0NB

NHS

PRACTICE COMPLAINTS

Trinity Medical Centre working in Partnership with Patients



We are here to listen.



MAKING A COMPLAINT

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.
Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Ask to speak to a Manager. If you are not able to resolve your complaint in this way and wish to make a formal complaint, then you should do so.

Your formal complaint SHOULD be:

- Submitted in writing (handwritten or typed) and can be emailed to the above email address or handed in at reception, addressed to the Practice Manager.

Your formal complaint MUST be:

- as detailed as possible, as this helps us to establish what happened more easily.
- within 12 months of the incident, or within 12 months of you becoming aware of the matter

Please use our contact details over the page to send us your complaint.

You may also make your complaint directly to NHS England, who commission our service:
By telephone: 0300 311 22 33
By email: england.contactus@nhs.net
By post: NHS England, PO Box 16738, Redditch, B97 9PT

WHAT WE DO NEXT

We aim to settle complaints as soon as possible.
We will usually acknowledge receipt within three working days. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

We will fully investigate your complaint to see if there is something we can learn from it. We will also make it possible for you to discuss the issue with those involved if you wish to do so.

When the investigations are complete, you will 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.
The final response letter will include details of the result of your complaint. It will also explain your right to refer the matter further to the Parliamentary and Health Service Ombudsman if you remain dissatisfied with the response. The details for this are shown within this leaflet.

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





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.

In the event the patient is deceased, then we may agree to respond to:

- a family member
- anyone acting on their behalf
- anyone who has had an interest in the welfare of the patient.

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

You may also find that if you are complaining 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.

