**THE GLEN MEDICAL GROUP**

**COMMENTS, COMPLAINTS AND SUGGESTIONS**

**Making a Complaint**

If you have a complaint or concern regarding the service you have received from our Practice, please let us know.

Any concern or complaint you may have will be dealt with respectfully and courteously. We will endeavour to investigate your complaint thoroughly and deliver a timely and appropriate response.

We aim to deal with any concern you may have efficiently and at the time of occurrence, however if we are unable to do so and you wish to make a complaint, we ask that you do this as soon as possible.

Lynn Crutwell, our Practice Manager is our designated Complaints Manager and happy to deal with any concern you may have.

A complaint can be made by a patient or anyone affected by the actions, omissions or decisions of the Practice, either on their own behalf or by a representative.

You can make a complaint either in person by asking to speak with our Practice Manager or in writing. If you prefer to write your complaint, we ask that you include as much information as you can and that you mark this for the attention of our Practice Manager.

If you feel you require help or support with making your complaint, or at any point during the complaints process, you may also wish to contact the **NHS Complaints Advocacy Service, they can be contacted on 0300 300 5454.**

**Our Complaints Procedure**

Our complaints procedure is designed to ensure that your concern will be investigated properly, speedily and that you will be kept informed of any progress.

All complaints will be acknowledged, either verbally or in writing, within 3 working days of receipt. If the complaint is made verbally and cannot be resolved immediately, you may be asked to put this in writing.

Our acknowledgement will include an offer of discussion (by telephone or face to face meeting) and we will agree a plan with you of how the complaint will be handled and we will agree reasonable timescales for investigating and concluding the complaint.

Throughout the investigation into your complaint we aim to find out what went wrong and how we can avoid this from happening again, give you the opportunity to discuss your concerns with those involved and ensure you receive an apology, where appropriate.

If you are complaining on behalf of another, please be aware that we keep strictly to the rules of medical confidentiality. We will therefore request a letter signed by the person concerned, giving their permission unless they are incapable to doing so.

Where a representative of a patient is making the complaint, the Practice must be satisfied that he/she is acting in the best interests of the person on whose behalf he/she is complaining. Where the Practice decides this is not the case, we will notify the complainant in writing, giving a reason for our decision.

**What Can You Do Next?**

We hope that we can resolve any of your complaints in Practice, however if you feel that you are unable to raise your complaint with us or are dissatisfied with the way we have dealt with your complaint, you can contact NHS England.

**Complaining to NHS England**

* By post to: NHS England. PO Box 16738 Redditch, B97 9PT.
* By Email to: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)
* By Telephone: 0300 311 2233

Our opening hours are: 8am – 6pm Monday to Friday, except Wednesdays when we open at the later time of 9:30am. We are close on bank holidays.

Should you remain unsatisfied, you also have the option to take your complaint to the Ombudsman:

**Parliamentary and Health Service Ombudsman**

**Millbank Tower**

**Millbank**

**London**

**SW1P 4QP**

**Tel: 0345 015 4033**

**Fax: 0300 061 4000**

**Email: phso.enquiries@ombudsman.org.uk**

Here at The Glen Medical Group and The Park Surgery we strive to improve the service we offer to all our patients and welcome any feedback you have.

**The Glen Medical Group**

The Glen Primary Care Centre

Glen Street

Hebburn

NE31 1NU

Tel: (0191) 496 3770

Fax: (0191) 496 3799

[STYNCCG.theglenmedicalgroup@nhs.net](mailto:STYNCCG.theglenmedicalgroup@nhs.net)

www.theglenmedicalgroup.nhs.uk