

Advocacy support

Independent advocacy services include:

[Age UK](#) – may have advocates in the area. Visit their website or call 0800 055 6112

[Local councils](#) can offer support in helping the complainant to find an advocacy service.

[Care Opinion](#) – patients can share online feedback about local services here

The PHSO provides several more advocates within its webpage titled [Getting advice and support](#).

Further action

If you are dissatisfied with the outcome of your complaint from either the ICB or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033
www.ombudsman.org.uk

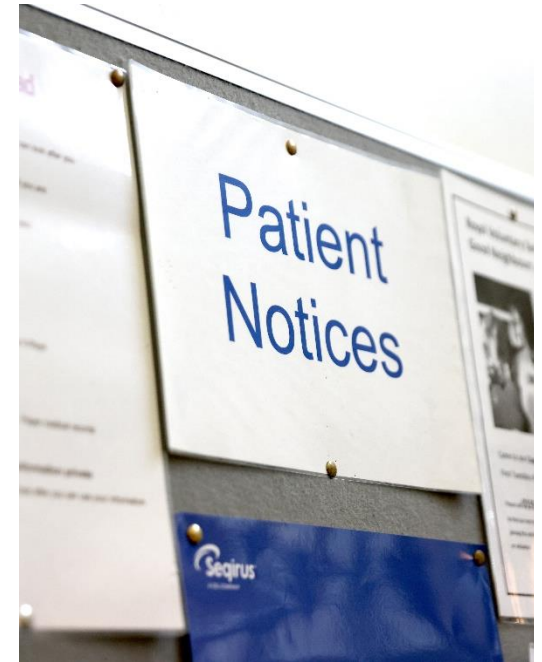
West Road Medical Centre

170 West Road

Newcastle Upon Tyne

NE4 9QB 0191 2822890 west.road@nhs.net

The Complaints Process



West Road Medical Centre



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at West Road Medical Centre.

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.

Who to talk to

Most complaints can be resolved at a local level before escalating to a formal complaint. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to one of our management team.

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to west.road@nhs.net

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
c/o North of England
Commissioning Support Unit
John Snow House
University Science Park
Durham
DH1 3YG
0191 512 8277
Necsu.complaints@nhs.net

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The practice will respond to within three business days to acknowledge your complaint.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.