

## ***If you are not happy with our service or care, we would like to hear from you***

*A complaint must normally be made within 12 months, or within 6 months if it does not involve you directly – but perhaps a relative or someone for whom you act as a carer.*

***We will listen*** - The Saltscar Surgery *will* listen and respond to the concerns and complaints of patients, their relatives and carers.

***We will learn*** - The Saltscar Surgery monitors its clinical standards. Concerns and complaints are an important indicator of these standards. They provide important feedback about the quality of NHS services.

This helps the Practice to improve its services to patients, their relatives, carers and members of the public by sharing the lessons learnt and best practice across all our services.

***We take it seriously*** -The Saltscar Surgery takes seriously any concerns and complaints and tries hard to reach a satisfactory and speedy resolution.

***We protect your interest*** - The Saltscar Surgery's complaints procedure is open and transparent without being defensive. It ensures that patients, their relatives and carers are not treated differently as a result of raising a concern or a complaint.

***We protect your confidence*** - All matters relating to individual complaints are treated with the strictest confidence. Any information shared for the purposes of learning or training is done anonymously. Neither the patients nor the staff involved are ever identified.

## **How to make a complaint**

Write to the Practice Manager (address is on the front page) and mark the letter 'Confidential'. Give a brief factual account of problem as you see it. Your letter will be acknowledged in three working days. It will help if you include the following:

- Date, time and place of the event.
- Who was involved.
- The nature of the problem.
- What you would like done about it.

The Practice Manager will then investigate the incident. It may be necessary to phone or write to you to clarify some details.

If you wish, you can ask for a one-to-one private meeting with the Practice Manager. You may bring a relative or close friend for support to the meeting, if you wish.

## **What happens next?**

The Practice Manager will examine the facts and report to the Practice's Lead Partner – one of the senior Doctors. You will receive a letter with an explanation or proposed resolution as soon as is practical.

## **If you are still not happy**

***You can take the matter further*** – If you are not satisfied with our response to your complaint, you may take the matter to the:

**Independent Complaints Advocacy Service**

Tel. 0300 456 8348

[icas@carersfederation.nhs.uk](mailto:icas@carersfederation.nhs.uk)

or

**NHS South Tees Clinical Commissioning Group\***,

North Ormesby Health Village, First Floor,  
11 Trinity Mews, North Ormesby,  
Middlesbrough. Tel. 01642 511868

[stccg.enquiries@nhs.net](mailto:stccg.enquiries@nhs.net)

Or, if you remain unhappy after trying to resolve the matter locally, you may refer the matter to the:-

**Parliamentary & Health Service Ombudsman\***

Tel. 03415 015 4033

Millbank Tower, Millbank, London SW1P 4QP

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

*\* These organisations are independent of the NHS and the government.*

## ***And if you are happy – tell us about that too!***

***We like to hear the good news too!*** – Please tell us whenever you receive exceptional service or care from any of our team. It cheers everyone to hear that something has gone well or that a special effort has not gone unnoticed.

## Saltscar Surgery



### Now online!

- Book, cancel or change appointments
- Order repeat prescriptions

Visit: [www.saltscarsurgery.nhs.uk](http://www.saltscarsurgery.nhs.uk)

Ask at Reception for your password and log-in details. (Note: Photo ID is required)

**NHS** choices

For more information about Saltscar Surgery and other surgeries and clinical services in the area, visit [www.nhs.uk](http://www.nhs.uk)

## Emergency Advice & Out of hours care

URGENT MEDICAL ADVICE is available 24 hours a day, 7 days a week, every day of the year. Call **111** . . .

- If it's out of hours and your doctor's surgery is closed.
- If you need medical help or advice quickly but it doesn't need a 999 ambulance.
- If you think you should go to A&E or another urgent care centre, but you're not sure.
- If you don't know who else to call.
- If you need health advice, information or re-assurance about what to do.



Your call will be answered by a fully trained advisor, supported by experienced nurses and paramedics. They will call a '999' ambulance if it is necessary or advise you whether to visit an out-of hours surgery or your regular doctor.

If it's not a life threatening emergency  
Call **111** at any time

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## Saltscar Surgery

# Complaints

What to do if you are not happy with our service or care



**Drs O'Flanagan, Smith, Rashid and Atxa**

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REDCAR TS10 1UA

Tel. **01642 484495**

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