



Comments, complaints and suggestions

Help us get it right

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.

Complete a Complaint Form from Reception

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.



Have a suggestion to improve services?

Let us know by completing a Suggestion Form from Reception

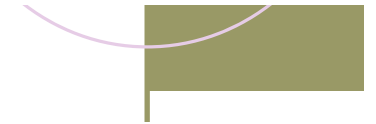
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Practice Complaints Procedure



Trinity Medical Centre working in Partnership with Patients



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.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

In person – ask to speak to a Manager

In writing – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of Margaret McPherson as soon as possible
Or email margaret.mcpherson3@nhs.net

Independent Advocacy Service: Should you remain unhappy, you have the right to be represented by the Independent Advocacy Service.

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be reported to you in detail covering all the issues which caused you concern.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

Independent Help and Advice

If 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 (calls charged at local rate), email address: phso.enquiries@ombudsman.org.uk or fax 020 72174000. Further information about the Ombudsman is available at: www.ombudsman.org.uk. You can write to the Ombudsman at:

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