Alnwick Medical Group

Patient Complaints Procedure

**Making a Complaint**

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. It helps us to help you if we have as much detail as possible as very often our highly knowledgeable front-line team will be better placed to find a swift resolution.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, in writing as soon as possible after the event and ideally within 4 weeks of not being able to resolve this (although this is not always possible due to necessary investigations) as this helps us to establish what happened more easily.

In any event, this should be:  within three years of the incident, or within three years of you discovering the problem, giving as much detail as you can. This isn’t a hard a fast rule and NHS organisations would prefer to investigate any issue of concern to ensure they can offer the best quality and safest service.

**Easy ways to register a complaint**

Our priority will always be to ensure you are receiving the best healthcare we can provide and to find and agree a resolution to your concern at the time.

While this may solve the immediate problem, we always welcome feedback in order that we can give consideration to how we can improve our services.

For both Complaints and Feedback: *a Patient Feedback form can be found on our website or provided by a member of staff.*

Please give as much detail as possible and once you decide to contact the practice:

**Post to**: N Poad, Patient Liaison Co-ordinator, Alnwick Medical Group, Infirmary Close, Alnwick NE662NL

**OR**
**Send to secure E-mail**: nencicb-nor.amgcomplaints@nhs.net

Your complaint will be acknowledged via your preferred method of contact.

While the standard NHS complaints procedure allows our organisation 40 working days to provide a full response AMG will endeavor to respond in a shorter time scale. If we expect investigations to take longer, we will explain the reason for the delay and tell you when we expect to response.

The following link explains the NHS Complaints procedure

[https://www.england.nhs.uk/contact-us/complaint/](https://www.england.nhs.uk/contact-us/complaint/%E2%80%AF)

**Complaining on behalf of someone else**

All forms of contact within AMG, as everywhere in the NHS, are subject to strict patient confidentiality. If you are not the patient, but are complaining on their behalf, you must either have a recorded consent on their medical record or hold a Power of Attorney for the patient or have an authority signed by the patient concerned.

*Third-party consent form can be found on our website or provided by a member of staff.*

**Can I get help with my issue?**

Yes, there are many charities and organisations that will help you towards a resolution to your complaint.

NHS complaints advocates support people to complain about the treatment or care that they or a friend or family member have received from an NHS service. This support is available at every stage of the complaints process. For people who feel unable to advocate for themselves, or feel their family or friends cannot represent their views and choices. This includes self-advocacy, group advocacy (also known as collective advocacy), and peer advocacy (support provided by someone with experience of using mental health services):

**VoiceAbility Northumberland**

Tel: 0300 3031660

Email: helpline@voiceability.org

**PALS,**

The patient advice and liaison service, is also a free, confidential, NHS advice service for patients, their families and carers, of all ages, covering all NHS organisations and services in North Tyneside, Northumberland and Newcastle (also including, for the North East Ambulance Service NHS Foundation Trust, the whole North East region).

PALS is the ‘customer service’ for the NHS, helping to sort out problems, find answers to questions and concerns and provide information and advice about NHS services.

Patient Advice and Liaison Service (PALS)

The Old Stables

Grey Yard

Morpeth

NE61 1QD

Tel: 0800 032 0202

Email: northoftynepals@nhct.nhs.uk