

Appendix A

Customer Information – How to Complain

We hope that you feel satisfied with the care and service you receive at Newcastle Premier Health. However, if you have a complaint or concern about the service you have received from a doctor or any of the staff, please let us know. We consider customer feedback to be a valuable tool for service improvement, and we will make every effort to consider your complaint carefully and act upon it in the manner we feel most appropriate.

How to complain

We aim to resolve most problems quickly and efficiently at the time that they arise. Wherever possible this will be through face to face or direct communication. You can submit your complaint by telephone call, email or letter addressed to the Quality Assurance Manager (see below). If you wish to submit a complaint, please let us know as soon as possible so that we may establish the circumstances quickly and clearly. We are unable to address complaints about care that are submitted more than 12 months (one year) after the episode in question.

Please address any written complaints to:

Quality Assurance Manager
NPH Group
Victory House, Balliol Business Park,
Newcastle upon Tyne, NE12 8EW

Alternatively you could telephone 0191 6053140
or email: info@nphgroup.co.uk

The Quality Assurance Manager will explain our complaints procedure to you and will make sure that your concerns are dealt with promptly. We will ask you to be as specific as possible about your complaint, in order that we can fully understand your concerns and take any appropriate action.

Where a complaint is taken verbally, we will also ask for a summary of the complaint to be submitted in writing at the above address.

Please ensure your written complaint contains the following information:

- A statement of what you are complaining about, giving details of when and where it happened, and the names and positions of members of staff involved
- Details of why you are not satisfied

- An explanation of anything you have already done (for example, an informal verbal complaint), and what happened as a result
- Any questions you would like to have answered

What we will do

NPH Group will acknowledge your complaint within two working days, confirming receipt, detailing the investigative process and giving you an indication when you should expect a response. The Quality Assurance Manager will pass your complaint to the Investigating Manager. When investigating your complaint, we aim to:

- Find out what happened, and whether anything went wrong
- Ensure you receive an apology, where this is appropriate
- Identify how we can ensure this problem does not recur by learning from the events.

The Investigating Manager will write to you explaining the outcomes of the investigation and any recommended actions within 21 days.

Complaining on behalf of someone else

Please note that at all times we adopt the standards set out in the General Medical Council guidance concerning medical confidentiality. Unless the patient is a minor (i.e. aged less than 16 years) we must know that you have their permission to make a complaint on their behalf. A consent form or letter signed by the person concerned will be necessary; where they are incapable (because of illness or infirmity) of providing this then the complaint must be submitted by next of kin or an adult with Lasting Power of Attorney.

If you remain dissatisfied at the end of our local process, Newcastle Premier Health does not prejudice your right to complain take independent advice.