

## Parkway Medical Centre Complaints Process

Our aim at Parkway Medical Centre is to offer you the very best care and we strive for this in every consultation or contact.

Should you be unhappy about any of the services or care at the Parkway Medical Centre, a complaints procedure has been set up to ensure that all grievances are dealt with rapidly and efficiently for the benefit of all parties concerned.

Complaints may be of a clinical or non-clinical nature.

They may relate to the quality of the care, professional competence, administrative and support services provided.

You will receive acknowledgment of your complaint within 3 working days, before a thorough investigation. Once the investigation has taken place you will receive a written reply and an offer of a meeting. The investigation will normally be completed within 3 weeks. If there is an unavoidable delay, we will write to you giving you reasons why.

We welcome all suggestions of ways to improve our practice and are always keen to do more to make your patient experience a good one.

Complaints can be made both verbally by contact the practice on 01642 270033 and requesting a call back from the Practice Manager and in writing either via post or email.

Complaints should be sent in writing to:

**The Practice Manager**

**Parkway Medical Centre,**

**Cropton Way,**

**Coulby Newham**

**TS8 0TL**

or by email to

[nencicb-tv.pmc@nhs.net](mailto:nencicb-tv.pmc@nhs.net)

If you require assistance in writing a complaint you can contact Northeast Independent complaints advocacy service using the contact number below

FREE PHONE 0808 802 3000

The NHS Advocacy is provided by Northeast NHS Independent Complaints Advocacy (ICA), supporting individuals complaining about the NHS in the following local authority areas: Darlington, Durham, Hartlepool, Middlesbrough, Newcastle, North Tyneside, Redcar and Cleveland and South Tyneside.

This service replaced the previous Independent Complaints Advocacy Service (ICAS) in 2013 and continues to be delivered by the Carers Federation Ltd, who now have over eighteen years' experience of supporting people in the Northeast with NHS complaints.

If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter. Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

If you have had a final response and you feel like your issue still hasn't been resolved, you can ask the Parliamentary and Health Service Ombudsman to investigate your complaint. They can be contacted by calling 0345 015 4033 or visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk).