

## **Southdene Medical Centre**

Front Street  
Shotton Colliery  
Co Durham  
DH6 2LT  
Tel: 0191 5265818

### **Further actions**

If you are dissatisfied with the outcome  
of your complaint you can  
seek further guidance from:

NHS England  
PO Box 16738  
Redditch B97 9PT  
Tel: 03003112233  
[England.contactus@nhs.net](mailto:England.contactus@nhs.net)

### **Or alternatively complain to the**

Parliamentary Health Service Ombudsman  
Milbank Tower  
Milbank  
London SW1P 4QP  
Tel: 03450154033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Updated June 2022



## **SOUTHdene MEDICAL CENTRE**

### **The Complaints Process**

## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Southdene Medical Centre.

We understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

## Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint. Alternatively, ask to speak to the Complaints Manager, Susan Lightfoot

At Southdene Medical Centre the Complaints  
Manager is:

Susan Lightfoot, and they are supported by the  
Responsible Officer who is: Dr Emma Wilson,  
Lead GP

A complaint can be made verbally or in writing, A complaints form is available from reception.

## Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaints manager will respond to all complaints within three business days. Furthermore, they will provide regular updates for you regarding your complaint, whilst aiming to have the complaint completely resolved in 40 days

## Investigating complaints

Southdene Medical Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

Southdene Medical Centre will ensure that all complaints are investigated with the utmost confidentiality and any documents are held separately from the patients healthcare record.

## Third party complaints

Southdene Medical Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so.

## Final response

Southdene Medical Centre will issue a final formal response to all complaints which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy