

If you are unhappy with the response to your complaint

You can complain to the Parliamentary and Health Service Ombudsman (P&HSO). The Ombudsman is independent of the NHS and government. You can contact the Ombudsman at:

Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London SW1P 4QP

Tel: 0845 015 4033

e-mail: pqs.enquiries.org.uk

Website: www.ombudsman.org.uk

Independent Complaints and Advocacy Service

The Independent Complaints Advocacy Service (ICAS) is a free confidential and independent service which can help you make a complaint about NHS services.

ICAS Carers Federation

Barnett House, 53 Fountain Street, Manchester M2 2AN

Tel: 0300 456 8350

www.carersfederation.co.uk

We welcome your feedback or complaint as these are vital in improving our services and will not affect the treatment or care you receive.

یہ لیفلٹ دوسری زبانوں اور صورتوں میں بھی مل سکتا ہے۔ براہ مہربانی "ریسک اینڈ کمپلینٹس فیڈریشن" ایس ایچ ایس اینڈ گلاسپ پرائمری کیئر ٹرسٹ، ٹیلی فون نمبر 0161 304 5307 کے ساتھ رابطہ کریں۔

এই লিফলেটটি অন্যান্য ভাষায় এবং ফরম্যাটে পাওয়া যেতে পারে। দয়া করে টেমসাইড এবং গ্লসপ এর প্রাইমারী কেয়ার ট্রাস্টের "রিস্ক অ্যান্ড কমপ্লেইন্টস ম্যানেজার" এর সাথে যোগাযোগ করুন 0161 304 5307 এই নম্বরে।

આ પત્રિકા અન્ય ભાષાઓ અને રૂપમાં મેળવી શકાય છે. કૃપા કરી, ટેમસાઈડ એન્ડ ગ્લોસપ પ્રાયમરી કેર ટ્રસ્ટમાં, 0161 304 5307 નંબર પર 'રીસ્ક એન્ડ કમ્પ્લેઇન્ટ્સ મેનેજર' નો, સંપર્ક સાધો.

NHS

Tameside and Glossop

How to make a complaint about the **NHS**

All you need to know



If you are unhappy with the treatment or service you have received from the NHS you are entitled to make a complaint, have it considered, and receive a response from the NHS organisation or primary care practitioner concerned.

From 1 April 2009 NHS and Social Care Complaints procedures changed, it is now easier for you to complain about services provided by health and/or social care. Health and Social care agencies will investigate your concerns, discuss the outcome with you and use your experience to learn and improve the service they provide. Lots of people receive care from more than one health and social care organisation. If something goes wrong with that care and a complaint is made, the organisations involved can work together (with your agreement) to provide a single point of contact and a single response.

A Patient Advice and Liaison Service (PALS) has been established in every NHS Trust and Primary Care Trust (PCT). PALS is not part of the complaints procedure itself but staff may be able to resolve your concerns informally or can tell you more about the complaints procedure and independent complaints advocacy services.

PALS can be contacted on 0161 922 4466 or email pals@tgh.nhs.uk

Local Resolution

The NHS complaints procedure covers complaints made by a person about any matter connected with the provision of NHS services by NHS organisations or primary care practitioners (GPs, dentists, opticians and pharmacists). The procedure also covers services provided overseas or by the private sector where the NHS has paid for them.

Who can complain?

A complaint can be made by a patient or person affected or likely to be affected by the actions or decisions of a NHS organisation or primary care practitioner. A complaint can also be made by someone acting on behalf of the patient or person, with their consent.

What is the time limit for making a complaint?

You should normally complain within 12 months of the event(s) concerned or within 12 months of becoming aware that you have something to complain about. Primary care practitioners and complaints managers in NHS organisations have discretion to waive this time limit if there are good reasons why you could not complain earlier.

To whom should I complain initially?

The first stage of the NHS complaints procedure is 'Local Resolution'. Your complaint can be made in the first instance to the organisation or primary care practitioner providing the service. Local resolution aims to resolve complaints quickly and as close to the source of the complaint as possible using the most appropriate means; for example, use of conciliation/mediation.

You can raise your concerns immediately by speaking with a member of staff (e.g. doctor, nurse, dentist, GP or practice manager) or someone else, e.g. the PALS. They may be able to resolve your concerns without the need to make a more formal complaint.

However, if you do want to continue with your complaint you can do this verbally or by writing (including e-mail) to the primary care practitioner or the NHS organisation concerned. If you make your complaint verbally a written record should be made by the complaints department/staff. You should allow a reasonable amount of time for the organisation concerned to deal with your complaint: however, you should be kept informed of progress.

If you have a complaint about a service provided by, or a decision made by NHS Tameside and Glossop, you can contact the Complaints Team directly at:

Complaints Team NHS Tameside and Glossop

New Century House, Progress Way, Denton, Manchester M34 2GP

Tel: 0161 304 5300

Email: complaints-team@tamesideandglossop.nhs.uk

It will help us to discuss your concerns with you, so please include a telephone number if you can, or alternately please call us directly. Raising your concerns with us as soon as possible will help us to resolve issues earlier.

