



Making a Complaint about Services provided by Hadrian Primary Care Alliance – Information for Patients

Talk to Us

Whilst we endeavour to ensure that patients are treated promptly, courteously and with appropriate care at all times, we do acknowledge that, occasionally, problems do occur and, in accordance with national guidelines, we operate a structured complaints procedure. The aim is to ensure a quick and amicable resolution to patients' complaints – whichever area of their care is involved. 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; our staff are trained to handle complaints. Alternatively, ask to speak to the complaint's manager, Hadrian Primary Care Alliance.

A complaint can be made verbally or in writing. A complaints form is available from reception or by visiting the 'contact us' page on our website and completing our dedicated comments and complaints form there: www.hadrianprimarycarealliance.com

If for any reason you do not want to speak to a member of our staff or contact us directly, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England
PO BOX 16738
Redditch
B97 9PT
03003 112233
england.contactus@nhs.net



Time frame 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.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

Hadrian Primary Care Alliance will investigate all complaints effectively and in conjunction with legislation and guidance.

Confidentiality

Hadrian Primary Care Alliance will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from your healthcare record.

Making a complaint on behalf of a patient

Hadrian Primary Care Alliance allows a third party to make a complaint on behalf of a patient. You must provide consent for someone to make a complaint on your behalf.

Final Response

Hadrian Primary Care Alliance will issue a final formal response to all complainants which will provide full details and the outcome of the complaint.



Advocacy Support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- Local Council can give advice on local advocacy services

Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation then you can escalate your complaint to:

Parliamentary Health Service Ombudsman (PHSO)
Milbank Tower
Milbank
London
SW1P 4QP

[Tel: 0345 015 4033](tel:03450154033)