

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 still 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)**

Please visit their website for further information.

<https://www.ombudsman.org.uk/making-complaint>
or

Millbank Tower, Millbank
LONDON
SW1P 4QP

Newport Health Centre

22 Carisbrooke High Street, Newport, Isle of Wight PO30 1NR

Dower House, 27 Pyle Street, Newport, Isle of Wight, PO30 1JW

01983 522060

www.newporthealthcentre.co.uk

hiowicb-hsi.newporthealthcentre@nhs.net



The Complaints Process at Newport Health Centre





Talk to us

Every patient has the right to make a complaint about the treatment of care they have received at Newport Health 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 one of our members of staff if you have a complaint.

Alternatively, please email us with your complaint at

hiowicb-hsi.complaints.nhc@nhs.net

or put into writing for the attention of our Quality and Systems Manager, Jade Lockwood or our Business manager.

NHS England

If for any reason, do you not want to speak to a member of staff, then you can request that NHS England investigates your complaint.

They will contact us on your behalf.

england.contactus@nhs.net

NHS England
PO BOX 16738
Redditch
B97 9PT
03003 112233

Time frame for complaints

The time constraint on bringing a complaint forward is 12 months from the occurrence, or 12 months from the time you become aware of the occurrence.

The surgery 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 aim to provide regular updates regarding the investigation of your complaint.

Investigating complaints

Newport Health Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Newport Health Centre will ensure that all complaints are investigated with the upmost confidentiality and that any documents are held separately from the patient's health care record.

Third Party Complaints

Newport Health 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

Newport Health Centre will issue a final formal response to all complaints which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

