



FOLD HERE

No Stamp
Required

Freepost RRSY-KYJC-UYHL

Patient Experience Team
North East Ambulance Service NHS Foundation Trust
Bernicia House
Goldcrest Way
Newburn Riverside
Newcastle upon Tyne
NE15 8NY



TELL US WHAT YOU THINK

Complaints, Compliments and Comments

Introduction

As an organisation we work hard to make sure you are treated fairly and with respect and we want to hear about any aspects of the services you have experienced.

There may be times when things go wrong or you are dissatisfied with the service we provide. When this happens we will investigate your concerns as quickly as possible with those directly concerned with your care, put them right and learn from your experience on how to improve services for others.

We also welcome comments and compliments about the services we provide.

This leaflet will explain how to make a complaint, compliment or comment about North East Ambulance Service.



Compliments and comments

If you have any ideas, comments or compliments, please let us know.

Your valued comments will help us review and improve the services that we provide. To give us your feedback please use the form on the back of this leaflet or the contact details on page 9.

How to raise a concern

WITH A MEMBER OF STAFF

In many cases, concerns can be resolved straight away if you let the person you are dealing with know. This may be one of our employees working on board one of our emergency ambulances or Patient Transport Service vehicles or a person in our contact centre.

PATIENT ADVICE AND LIAISON SERVICE (PALS)

You may wish to raise your concerns with someone who is not involved in your care. The Patient Advice and Liaison Service (PALS) provides:

- Help to sort out problems quickly on your behalf and listen to your concerns, suggestions or queries.
- Confidential advice and support to patients, their families and carers
- Information on NHS services

If you decide that you would like to make a complaint directly to North East Ambulance Service, PALS can provide you with information on how to do so. See page 9 for contact details.

Do you want support to make a complaint?

Someone else can make a complaint on your behalf. If someone is making the complaint on your behalf and we need to discuss confidential information to investigate the complaint, we will always ask you for your consent first. This is to protect your confidentiality.

Your local Independent Complaints Advocacy service (ICA) provides support (e.g. writing complaint letters) to people who want to make a complaint about their NHS treatment. ICA is totally independent of the NHS and is free and confidential to all NHS users. See page 9 for contact details.

NORTH EAST AMBULANCE SERVICE PATIENT EXPERIENCE TEAM

Complaints, comments and compliments can be made in writing, via the website, by email or telephone, or by completing the attached form and returning it to the Freepost address.

Freepost RRSY-KYJC-UYHL
Patient Experience Team
North East Ambulance Service
NHS Foundation Trust
Bernicia House,
Goldcrest Way,
Newburn Riverside,
NE15 8NY

Website: www.neas.nhs.uk
Email: patientexperienceteam@neas.nhs.uk
Tel: 0191 430 2000
Fax: 0191 430 2076



YOUR INFORMATION

The NHS has a legal duty to keep information about you confidential unless you give permission for it to be shared. Making a complaint will not influence or affect your future care and treatment.

When you register a concern or make a complaint you may be asked to provide some information about yourself such as your gender, age and ethnicity. This will help us monitor issues affecting certain sectors of the community that we could address more effectively.

IS THERE A TIMESCALE FOR MAKING A COMPLAINT?

If you wish to make a complaint you should do so within 12 months of the incident happening or once you become aware of the matter being complained about. This is in line with legislation.

We accept that there may be occasions when this may not be possible to achieve. If we feel that there is good reason for the complaint not being raised earlier and it can still be handled effectively and fairly, we may decide that it is still possible to investigate.



RESOLVING COMPLAINTS

The Trust operates a complaints process in line with The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

Once we receive your complaint, we will endeavour to acknowledge it, either verbally or in writing, within three working days. At this point, we will need to discuss the handling of your complaint with you - how and when it is responded to and what you would ideally like to see happen.

An Investigating Officer will be appointed to look into your complaint. Where appropriate, this person will keep you updated about the investigation progress and request any further information that may be required. We will endeavour to provide a full written response within 25 working days. Where this is not possible, we will be keep you informed and agree a new timescale with you.

By the end of the investigation we hope to answer all your questions, address your concerns satisfactorily and make necessary improvements to service where appropriate.

What if my complaint involves more than one NHS and/or social care organisation?

To make the process as easy as possible for you, the NHS and local authorities have an agreement about handling complaints that involve more than one organisation within the Trust's area.

In such cases, the main organisation involved in your care will usually take the lead in investigating the complaint and will ask other organisations involved to look into the issues relating to their organisation.

They will then provide a response to the lead organisation. This means you can receive one response covering all aspects of your complaint rather than separate responses from each organisation. We will discuss and agree this with you during the initial contact stage.



What if I am not satisfied with the response?

THE PARLIAMENTARY AND HEALTH SERVICE OMBUDSMAN

Whilst we do all we can do to provide a satisfactory response, if you still feel that your concerns have not been fully addressed once the complaints process has been completed, you can seek a review by the Health Service Ombudsman.

The Ombudsman can carry out free, independent investigations into complaints about poor treatment or service provided through the NHS in England.

For further information on contacting The Parliamentary and Health Service Ombudsman see page 9.

HEALTHWATCH

Your local Healthwatch would like to hear from you too. Healthwatch gathers information anonymously from complaints, comments and compliments about NHS providers to monitor satisfaction. Healthwatch uses information like this to make sure that patient, carer and community feedback is considered by the commissioners of NHS services. You can find out how to contact Healthwatch on page 9.

NORTH EAST AMBULANCE SERVICE

Freepost RRSY-KYJC-UYHL
Patient Experience Team
North East Ambulance Service
NHS Foundation Trust
Bernicia House, Goldcrest Way
Newburn Riverside, NE15 8NY

Website: www.neas.nhs.uk

Email: patientexperienceteam@neas.nhs.uk

Tel: 0191 430 2000

Fax: 0191 430 2076

PATIENT ADVICE AND LIAISON SERVICE (PALS):

Freepost: RLTC-SGHH-EGXJ
North of Tyne PALS
The Old Stables
Grey's Yard
Morpeth, NE61 1QD

Freephone: 0800 032 0202

Text: 01670 511 098

Email: northoftynepals@nhct.nhs.uk

HEALTHWATCH:

Website: www.healthwatch.co.uk/find-local-healthwatch

Tel: 0300 068 3000

Email: enquiries@healthwatch.co.uk

INDEPENDENT COMPLAINTS ADVOCACY (ICA):

North East NHS ICA

Website: www.nenhscomplaintsadvocacy.co.uk

[nenhscomplaintsadvocacy.co.uk](http://www.nenhscomplaintsadvocacy.co.uk)

FREEPHONE: 0808 802 3000

Email: ica@carersfederation.co.uk

If you live in the Northumberland area, please contact the Independent Complaints Advocacy Northumberland (ICAN) at Healthwatch Northumberland

Website: www.healthwatchnorthumberland.co.uk

[healthwatchnorthumberland.co.uk](http://www.healthwatchnorthumberland.co.uk)

Tel: 01434 600 599

Email: info@healthwatchnorthumberland.co.uk

[healthwatchnorthumberland.co.uk](http://www.healthwatchnorthumberland.co.uk)

THE PARLIAMENTARY AND HEALTH SERVICE OMBUDSMAN:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London, SW1P 4QP

Telephone: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Fax: 0300 061 4000



To make a complaint, compliment or comment, please fill in the form below, fold and seal and return to the Freepost address.

Name:

Address:

Daytime telephone number:

Mobile:

Email:

NB: Please do not use this form to provide private, confidential or sensitive information about yourself or anyone else.

Details of your complaint, compliment or comment:

Moisten here

Moisten here

This document can be made available on CD, in Braille, large print or in other languages on request.

Please contact the Communications department on **0191 430 2099** or email **publicrelations@neas.nhs.uk**

Further information on the North East Ambulance Service NHS Foundation Trust (NEAS) can be found on the website **www.neas.nhs.uk**