

HOW DO I MAKE A COMPLAINT TO NHS SHEFFIELD?

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong. It also gives us an opportunity to improve our practice.

But this does not affect your right to approach the local NHS body if you feel you cannot raise your complaint with us.

If you do wish to do this please contact:

**Compliments and Complaints Team
NHS Sheffield
722 Prince of Wales Road
Sheffield
S9 4EU**

Telephone 0114 3051094

WHERE CAN I GET MORE HELP OR INFORMATION FROM?

You can get help on making a complaint from the local Patient Services Team.

Their address is:

**Patient Services Team
(formerly known as PALS)
Royal Hallamshire Hospital
Glossop Road
Sheffield
S10 2JF**

**Telephone 0114 2712400
Email PST@sth.nhs.uk**

The Patient Services Team are an independent organisation, which act as the public “watchdog” on health services.

If you remain dissatisfied with the response to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case within six months of receiving the final formal written response. The Ombudsman is an independent body established to promote improvements in healthcare. They can be contacted on 0345 015 4033 or write to Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP or visit www.ombudsman.org.uk.

Alternatively ICAS Independent Complaints Advocacy Service offer free advice and support to patient. Their number is 0300 456 8349

**WALKLEY HOUSE MEDICAL
CENTRE
23 GREENHOW STREET
SHEFFIELD
S6 3TN**

**Tel: 08451 222524
Fax: 0114 2313326**

COMMENTS

AND

COMPLAINTS

Help us to get it right

We constantly try and improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

HOW DO I MAKE A COMPLAINT?

If you have a complaint or are concerned about the service you have received from the doctors or any of the staff working in this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way please let us know, in writing as soon as possible. Ideally this should be within 7 days or at most 28. In this way it helps us to establish what happened more easily.

If this is not possible please let us have details of your complaint within 12 months of realising that you have something to complain about.

WHO SHOULD I CONTACT?

Complaints should be address to:

Practice Manager

or any of the doctors.

Alternatively you may ask for an appointment with the Complaints team at NHS Sheffield in order to discuss your concerns. Who will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly.

It will be a great help if you can be as specific as possible about your complaint.

WHAT WILL THE PRACTICE DO?

When we look into your complaint we aim to:

- acknowledge your complaint within three working days
- find out what happened and what went wrong
- make it possible for you to discuss problem with those concerned if you would like this

- make sure you receive an apology where this is appropriate
- identify what we can do to make sure the problem does not happen again

We also aim to have looked into your complaint within 20 working days and then be in a position to offer an explanation or a meeting with the people involved.

WHAT IF I AM COMPLAINING ON BEHALF OF SOMEONE ELSE?

We keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so.

A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.