

HELP WITH MAKING A COMPLAINT

The Sheffield Advocacy Hub are available to help with any complaints about an NHS service. They can provide information on the complaints process and if necessary, support you to make your complaint

This service is available through the Citizens Advice Bureau

ALTERNATIVE WAYS TO RAISE YOUR CONCERNS

We hope you will feel able to raise your concerns with us directly. However, if you don't want to contact the practice directly you can raise your concerns by contacting NHS England

By post

NHS England, PO Box 16738, Redditch, B97 9PT

By email

England.contactus@nhs.net

With 'for the attention of the complaints team ' in the subject line

By telephone

0300 311 22 33 (Monday-Friday 8am-6pm excluding English Bank Holidays)

For more information please visit the NHS England website 'Contact us@' section at:

<http://www.england.nhs.uk/contact-us/complaint>

IF YOU ARE NOT SATISFIED WITH OUR RESPONSE

We hope that we will be able to resolve your concerns and put things right, but if you are not satisfied with our response you have the right to approach the Parliamentary and Health Service Ombudsman. The Ombudsmen makes final decisions on complaints that have not been resolved by the NHS. This service is free

The Parliamentary and Health Service Ombudsman
11th Floor
Millbank Tower
Millbank
SW1P 4QP

Telephone: 0345 015 4033

For further information go to :

www.ombudsman.org.uk

Walkley House & Stannington Medical Centre
23 Greenhow Street
Sheffield
S6 3TN

0114 2343561

www.walkleyhouseandstannington.co.uk

email : sheccg.walkleyhouse@nhs.net

COMMENTS, SUGGESTIONS & COMPLAINTS

The Practice Procedure

HOW DO I RAISE MY CONCERNS?

If you have concerns, or if you have suggestions about how we can improve our service, please let us know.

If patients have any concerns or want to make a complaint please contact **Johanne Shirt, the Practice Manager**. This can be either in writing, on the telephone or asking to speak to her. You can email on Johanne.shirt@nhs.net

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 you can make a complaint. It is helpful if you can let us know about your complaint as soon as possible because it is usually easier to establish what went wrong and to sort the problem out if we know about it soon after it happens.

There is a time limit for making complaint. Complaints should normally be made within a maximum of 12 months of realising that you have something to complain about.

WHAT WILL HAPPEN IF I MAKE A COMPLAINT?

You can make a complaint verbally or in writing. If you make your complaint verbally we will make a written record and give you a copy.

When we look into your complaint we aim to:

- Acknowledge your complaint within 3 working days.
- Give you the opportunity to discuss your complaint and what you would like to happen next.
- Agree a timescale for a response to be sent to you.
- Find out what happened and what went wrong.
- Make it possible for you to discuss the 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.

WHAT IF I AM COMPLAINING ON BEHALF OF SOMEONE ELSE?

In some cases a complaint may be made by a third party acting on behalf of someone else. For example : when the individual has died, the individual is a child, the individual is physically or mentally incapable of making a complaint or the individual has asked a third party to act on their behalf.

When a complaint is made by a third party on behalf of a child or individual lacking mental capacity, the practice must be satisfied that there are reasonable grounds for this method of representation and the third party is genuinely acting in the best interests of the individual