

## We welcome your comments

The practice is always pleased to hear comments from patients and others who use our service. Please tell us if you have received particularly good service or if there is any way in which you think we can improve what we do.

## How do I make a complaint?

If you have a complaint, or are concerned about the service you have received from the doctors or from any of the staff working at 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 resolved in this way and you wish to make a formal complaint, please let us know as soon as possible. Ideally this should be in a matter of days or at most a few weeks. We are then able to establish what happened more easily.

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

Complaints should be addressed to the Practice Business Manager, or to any of the doctors.

## What will the practice do?

When we receive a written complaint we aim to:

- ❖ Acknowledge your complaint within three working days.
- ❖ Make it possible for you to discuss the problem with those concerned if you would like this.
- ❖ Find out what happened and what went wrong.
- ❖ Make sure that you receive an apology where this is appropriate.
- ❖ Identify what we can do to make sure that the problem does not happen again.

We hope to examine your complaint within 25 working days and then be in a position to offer you 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 need to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing one due to mental or physical incapacity.

## Do I have to complain directly to the practice?

If you feel you do not want to contact the practice directly, you can make a complaint by contacting NHS England. They will try to resolve your concerns or tell you how to make a formal complaint if you wish to do so.

Telephone: 0300 311 2233 (Mon-Fri 8am-6pm, excluding English Bank holidays)

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) (with "For the attention of the complaints manager" in the subject line)

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

For more information please visit the NHS England website "Contact Us" section at: <http://www.england.nhs.uk/contact-us/>

If you have a concern, suggestion or query that is not a complaint, you can send it to:

**Sheffield Patient Services Team**  
Royal Hallamshire Hospital  
Glossop Road  
Sheffield  
S10 2JF

NHS England can arrange for interpreting services to help complainants whose first language is not English or who need to communicate in other ways.

You can also contact the Care Quality Commission (CQC), the independent regulator of all health and social care in England. They do not investigate or settle complaints but are interested in your patient experience. They monitor, inspect and regulate all GP practices.

Email; [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

[www.cqc.org.uk](http://www.cqc.org.uk)

Telephone: 0300 061 6161

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

### Help with making a complaint

VoiceAbility is a free and confidential service that offers support to people who are making a complaint about the NHS.

Telephone: 0300 330 5454

E-mail: [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)

[www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

We hope that we will be able to resolve your concerns and put things right.

However, if you are not satisfied with our response, you have the right to approach the Parliamentary and Health Service Ombudsman as the second and final stage of the NHS complaints procedure.

#### **The Parliamentary and Health Service Ombudsman**

11<sup>th</sup> Floor  
Millbank Tower  
Millbank  
SW1P 4QP

Telephone: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

# **Comments and Complaints Procedure**

for

## **Devonshire Green Medical Centre**

126 Devonshire Street  
Sheffield, S3 7SF  
Tel: 0114 272 0255  
Fax: 0114 272 8637

&

## **Hanover Medical Centre**

100 William Street  
Sheffield, S10 2EB  
Tel: 0114 276 2248  
Fax: 0114 272 4767

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