

Page Hall Medical Centre

Practice Complaints Procedure

Introduction

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS-wide system for dealing with complaints. Our system meets the national criteria. We value feedback and we encourage patients to access our complaints policy when required. We use the complaints as a valuable training tool for all staff to ensure effective and compliant working.

How to complain

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 and you wish to make a complaint, we would like you to let us know *as soon as possible*. This is because the sooner we know about a problem the easier it will be for us to establish what happened. You can make a complaint in writing, by completing the practice complaint form, by telephone, by email or verbally at the desk. In any event, please let us have details of your complaint;

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem

Complaints should be addressed to the Practice Manager, Michelle Houghton.

Alternatively, you may ask for an appointment with Michelle to discuss your concerns. She 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 are as specific as possible about your complaint.

What we will do

We will acknowledge your complaint within three working days and will look into your complaint as soon as possible. Complicated problems and those involving several people will take longer. We shall then be in a position to offer you an explanation and/ or a meeting with the people involved. When we look into your complaint, we shall:

- find out what happened and identify what, if anything, 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;
- try and put the problem right, if it is possible to do so; and
- identify what we can do to make sure the problem doesn't happen again.

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 asks a third party to make a complaint 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.

Complaining to NHS England

We hope that, if you have a problem, you will use our practice's complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and give us an opportunity to improve our practice. However, if you feel this is inappropriate for any reason, you can complain directly to NHS England:

Via the website <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>

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

By email england.contactus@nhs.net

With 'For the attention of the complaints manager' in the subject line

By telephone 0300 311 22 33 (Monday to Friday 8am to 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/>

Unhappy but not sure what to do?

Contact the Sheffield Advocacy Hub Citizens Advice Sheffield which offers a free and confidential service.

The service provides NHS complaints advocacy for children, young people and adults who reside in Sheffield and who wish to make a complaint through the NHS complaints procedure. It is a statutory service and everyone has the right to access an advocate.

More information can be found on the website <https://sheffieldadvocacyhub.org.uk/>

Or by telephoning Freephone 0800 035 0396

Or by emailing referrals@sheffieldadvocacyhub.org.uk

Postal address: Sheffield Advocacy Hub, Citizens Advice Sheffield, Michael Carlisle Centre, 75 Osborne Road, Sheffield S11 9BF

What if I make a complaint and am not satisfied with the outcome?

We would like to know whether you are satisfied or not and whether there is anything else we can do to improve things. If you remain dissatisfied, you can ask the **Ombudsman** to make an independent investigation by contacting:

The Parliamentary and Health Service Ombudsman

11th Floor, Millbank Tower, Millbank, London SW1P 4QP Telephone: 0345 015 4033