

Complaining to the Health Authority

We hope that, if you have a problem you will use our practice based procedure. We believe this provides the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the local health authority if you feel you cannot raise your complaint with us or if you are dissatisfied with the result of our investigation.

You can contact **NHS England at the National Customer Contact Centre**
NHS England, PO Box 16738, Redditch. B97 9PT
Telephone 03003112233

Email: England.contactus@nhs.net

Sheffield Advocacy Hub– This service provides NHS Complaints Advocacy for children, young people and adults who wish to make a complaint through The NHS complaints procedure.

Sheffield Advocacy Hub
Michael Carlisle Centre
75 Osborne Road
Sheffield
S11 9BF
Freephone:0800 0350396
Email: referrals@sheffieldadvocacyhub.org
Website: www.sheffieldadvocacyhub.org



BURNGREAVE SURGERY

PATIENT INFORMATION LEAFLET

COMPLAINTS PROCEDURE

Reviewed October 2017

Practice Complaints Procedure

If you have a complaint of concern about the service you have received from the doctors or any staff working at this practice, please let us know. We operate a practice complaints procedure which is part of the NHS system for dealing with complaints and meets national criteria.

How to Complain

We hope that most problems can be resolved easily and quickly, ideally at the time they arise with the person concerned. If your problem cannot be resolved in this fashion and you wish to make a complaint, please let us know as soon as possible – within a matter of days or, at most, a few weeks, as this will enable us to establish what has happened more clearly. If this is not possible please let us have your complaint.

- Within 6 months of the incident that caused your concerns, or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager or to any of the doctors. Alternatively you may ask for an appointment with the Practice Manager in order to discuss your concerns. She will explain the complaints procedure to you and ensure that your concerns are addressed as soon as possible. It will be a great help if you can be as specific as possible about your complaint.

Language Difficulties

Interpreters can be booked to attend with you to either speak on your behalf with the Practice Manager or help with the completion of a complaints form.

What shall we do?

We shall acknowledge your complaint within 3 working days and aim to have investigated your complaint within 10 working days of the date you raised it with us. We shall then be in a position to offer you an explanation or a meeting with the person(s) involved. When we look into your complaint we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with the person concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to ensure the problem does not arise again.

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Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality, if you are complaining on behalf of someone else, we must have confirmation of their permission to do so. This should take the form of written authority from the person concerned unless they are medically incapable of doing so.