

Buchanan Road Surgery

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 at the 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 and you wish to make a complaint, please let us know as soon as possible. Ideally, this should be within a matter of days or at the most, a few weeks. In this way it helps us to establish what happened more easily.

There is a maximum time limit for making complaints – complaints should be made within 12 months of realising that you have something to complain about. Complaints can be made in writing or verbally.

WHO SHOULD I CONTACT?

Michelle Richards Practice Manager

Michelle.richards1@nhs.net

WHAT WILL THE PRACTICE DO?

When we look into your complaint we aim to:

- Acknowledge your complaint within three working days.
- 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.

We also aim to have looked into your complaint as soon as possible 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 have to know that you have their permission to do so and that they are aware that their confidential medical information may be shared with you.

IF YOU ARE DISSATISFIED WITH THE OUTCOME OF THE LOCAL INVESTIGATION

You have the right to approach the Ombudsman as the second and final stage of the NHS complaints procedure.

Contact details are:-

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

Telephone 0345 015 4033
www.ombudsman.org.uk

How to make a complaint to 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 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/>

Sarah Neil, Compliments, Complaints and MP Enquiries Manager
NHS Sheffield Clinical Commissioning Group, 722 Prince of Wales Rd, Sheffield, S9 4EU
Tel 0114 3051094, Fax 0114 3051373

VoiceAbility are now providing the NHS Complaints Advocacy service in the Sheffield area. We offer a free, independent and confidential service to help people make their NHS complaints. NHS complaints advocates can assist with writing letters of complaints, support individuals at NHS complaints meetings and make people aware of their rights and options within the NHS complaints process.

More information can be found on our website www.nhscomplaintsadvocacy.org, by telephoning 0300 330 5454 or by emailing nhscomplaints@voiceability.org