

Mill Road Surgery

98a Mill Road
Ecclesfield
Sheffield
S35 9XQ

Telephone 0114 2456370

Comments, Suggestions

and

Complaints

The Practice
Complaints procedure

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How do I raise my concerns?

PATIENTS COMMENTS AND SUGGESTIONS

The surgery is constantly looking at improving the services we provide and ensuring our patients are satisfied with the service they receive.

The doctors and staff welcome your comments and suggestions.

If you would like to make any comments, have any ideas or suggestions on any areas where we could improve, or would like to comment if you find our service satisfactory, please record your comments in the comments book situated in reception.

The comments book is reviewed by the Practice Manager each week, comments and suggestions are also discussed with the Patient Participation Group.

The surgery complies with the NHS Sheffield complaints procedure.

If you have a complaint or are concerned about the service you have received from the doctors or any of the staff working in this practice, please let us know. Ask the reception staff to arrange for you to speak to the Practice Manager or Assistant Practice Manager. We can also help you with your complaint if you need assistance.

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 most weeks. In this way it helps us to establish what happened more easily. If you require assistance recording your complaint, please ask a member of staff to help.

There is a time limit for making a complaint

Complaints should normally be made within a maximum of 12 months of realizing that you have something to complain about.

Who should I contact?

Complaints should be addressed to:

Angi Hartley, Practice Manager, or, any of the doctors. It will be a great help if you can be as specific as possible about your complaint.

Complaints concerning the Practice Manager will be handled by a GP partner, complaints concerning a GP will be handled by another GP partner or the Practice Manager.

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, and so we will need their consent

If the person concerned is incapable of giving consent because of physical or mental illness, they have died or because they are too young we will respond to the complaint unless we think the representative is not acting in the best interests of the patient. Children can make complaints themselves or through a suitable representative if they prefer.

What will the Practice do?

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.

An explanation concerning your complaint will be sent to you in writing explaining how it has been resolved and what appropriate action has been taken. We should then be in a position to offer you a meeting with the people involved.

The surgery has a rolling programme of Significant Event Analysis and where appropriate, complaints are discussed at a whole practice meeting where systems are reviewed and improved.

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

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 team' in the subject line

By tele:- 0300 311 22 33 mon-fri 8am-6pm, except Wednesdays when we open at the later time of 9.30am excluding English Bank Holidays

British Sign Language (BSL): If you use BSL, you can talk to us via a video call to a BSL interpreter. Visit [NHS England's BSL Service](#).

Help with making a complaint

Sheffield Advocacy Hub are now providing the NHS Complaints Advocacy service in Sheffield, offering free independent and confidential service to help people make NHS complaints, assisting with writing letters, supporting individuals at complaints meetings and making people aware of their rights and options within the NHS complaints process.

Tele 0800 035 0396

Email referrals@sheffieldadvocacyhub.org

Website www.sheffieldadvocacyhub.org

Fax 0114 2509495

What if I am not satisfied with the surgeries complaints process?

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right what ever has gone wrong. It also gives us an opportunity to improve our practice. Should you be unable to resolve the complaint with the practice, you can contact the Patient Services Team, or the CCG Advisors, who will act as facilitators during any patient/practice meetings and work to resolve the dispute. If you are not satisfied with our response you have the right to approach the Parliamentary & Health Service Ombudsmen as the 2nd & final stage of the NHS complaints procedure.

The Parliamentary and Health Service Ombudsman

11th Floor

Millbank Tower

Millbank

SW1P 4QP

Tele 0345 015 4033

Email phso.enquiries@ombudsman.org.uk

Website <http://www.ombudsman.org.uk/>