

## PRACTICE COMPLAINTS, COMPLIMENTS AND SUGGESTIONS PROCEDURE

If you wish to make a complaint, compliment or suggestion about the treatment (clinical or otherwise) you have received at the surgery, please ask for our patient complaints leaflet and complaints form.

Hopefully many problems can be sorted out when they arise with the person concerned. If this is not so please let us know as soon as possible. It is always easier to establish what happened when everything is still fresh in our thoughts.

If it is not possible to do that please let us have details of your complaint within six months of the incident, or within six months of discovering you have a problem, provided this is within 12 months of the incident.

**All complaints must be in writing** and addressed to Michelle Richards Practice Manager. **Please ask at reception for the complaints form.** If you have more than one reason to complain, please list each item so that we can deal with the issues thoroughly.

We shall acknowledge your complaint within two working days and aim to have investigated your concerns within ten working days. We shall then be in a position to offer you an explanation or a meeting with the staff involved. We aim to offer an explanation and an opportunity to discuss the problem. We will make an official apology where appropriate and also identify any changes to ensure the problem does not happen again.

If you are complaining on the behalf of someone else, we have to know you have permission to do so because of the rules of medical confidentiality. **A letter signed by the person who the complaint refers to will be required before we can proceed** (unless they are incapable of providing this due to ill health.)

The above does not affect your right to approach the Primary Care Trust, which you can also do if you are dissatisfied with the results of our investigation. Please write to Sheffield Primary Care Trust Complaints Department Don Valley House, Savile Street East, Sheffield S4 7UQ or telephone 0114 2264564 and ask to speak to Deborah Hopkinson. You can email her at [Deborah.Hopkinson@sheffieldpct.nhs.uk](mailto:Deborah.Hopkinson@sheffieldpct.nhs.uk) You can also contact Jeanette Miller who is the Patient Advice Liaison Manager on 0114 2711250 or email her at [pals.manager@sheffieldpct.nhs.uk](mailto:pals.manager@sheffieldpct.nhs.uk)

If you remain dissatisfied with the response to your complaint, you have the right to ask the Healthcare Commission to review your case. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services. You can contact the Healthcare Commission on 020 217 4051 or write to them at The Health Service Ombudsmen, Millbank Tower, London SW1P 4QP.