

Buchanan Road Surgery 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 read our procedure.

Complaints; hopefully many problems can be sorted out when they arise with the person concerned. If this is not so then 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 you wish to make a complaint you must do so within 12 months of the incident happening or becoming aware of the matter you wish to complain about.

**Written complaints should be addressed to Michelle Richards Practice Manager
If you are unable to write your complaint or have communication difficulties we may be able to assist you or alternatively you may wish to contact The Independent Complaints and Advocacy Service (ICAS) who are a free independent and confidential service providing support in complaints matters. They can be contacted on 0300 456 8349.**

We will assist you in following the complaints procedure.

We shall acknowledge your complaint and offer to discuss the matter by letter, in person or over the telephone within 3 working days.

We will agree with you the manner in which the complaint is to be handled.

We will agree with you the timescale when the investigation is to be completed and the response available.

We will deal efficiently with the complaint and investigate the matter properly and appropriately.

We will agree with you the mode of communication.

We will then contact you on completion of our investigations explaining how it has been resolved, what appropriate action has been taken and what to do if you are still unhappy.

If you feel you do not want the practice to deal with your complaint, you can ask NHS Sheffield to handle the matter directly. The address is NHS Sheffield 722 Prince of Wales Road Darnall Sheffield S9 4EU on free phone 0800 085 7539 or alternatively email at complaints@sheffieldpct.nhs.uk If AFTER that you remain dissatisfied with the outcome you can then take the matter to The Health Service Ombudsman complaints helpline 0345 015 4033 or email at phso.enquiries@ombudsman.org.uk or fax them on 0300 061 4000. The address is The Parliamentary and Health Service Ombudsman Millbank Tower Millbank London SW1P 4QP. The opening times are Monday-Friday 8.30am-5.30pm.