

What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of correcting the issue and the opportunity to continuously improve our practice and patient care.

If you feel you cannot raise the complaint with us directly, you may wish to write to 'NHS England, PO BOX 16738, Redditch, B97 9PT, Call 03003 112233 (Monday to Friday 8am to 6pm, excluding English Bank Holidays) or by emailing england.contactus@nhs.net'. Please visit www.england.nhs.uk/contact-us/feedback-and-complaints/ for more information.

Alternatively, you can contact VoiceAbility (providing the NHS Complaints Advocacy Service in the Sheffield Area) on 0300 330 5454 or email nhscomplaints@voiceability.org. VoiceAbility offer a free, independent, and confidential service to help people make their NHS complaints.

If you remain dissatisfied with the response to your complain, you have the right to ask the Health and Service Ombudsman to review your case. The Health Service Ombudsman is responsible for investigating NHS complaints that cannot be resolved locally.

The Parliamentary and Health Service Ombudsman,

Millbank Tower, Millbank, London, SW1P 4QP

Telephone: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Help us get it right.

We constantly try to improve the service we offer.

Please let us know when you think we have done something well of if you have any suggestions as to how we can do something better.

Comments, Complaints and Suggestions

For:

Porter Brook Medical Centre

9 Sunderland Street

Sheffield

S11 8HN

Tel: 0114 263 6100

AND

Student Health at SHU

Surrey Building

City Campus

Pond Street

Sheffield

S1 1WB

www.porterbrookmedicalcentre.co.uk

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way you think that we can improve the service we provide.

If you are not happy with the care and treatment you have received or if you would like to pass on your compliments, please contact us and let us know.

Making a complaint

If you have any complaints or concerns about the service that you have received from any clinical or non-clinical staff working for the practice, please let us know.

We hope that most problems can be resolved quickly and easily, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a formal complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days as this will enable us to establish what happened more easily. If it is not possible to do this, please let us have the details of your complaint:

- Within 12 months of the incident that caused the issue; or
- Within 12 months of discovering the issue.

The time limit could be extended if it felt it would be unreasonable, in the circumstances of a particular case, for the complaint to have been made earlier and where it was still possible to investigate the facts.

You can make your complaint:

Verbally – by speaking to a member of staff who will pass your complaint on to the complaints team.

In writing – some complaints may be easier to explain in writing – please give as much information as you can. You will find a complaints form on our website or by requesting one from reception.

Complaining on behalf of someone else

Please note that we adhere to strict rules in accordance with data protection and patient confidentiality. If you are not the patient, but are complaining on their behalf, you must have their consent to do so. A consent form signed by the person concerned will be required, unless they are incapable (due to illness or infirmity) of providing this. A Third Party Consent Form is available upon request. If you are complaining on behalf of a child under the age of 14 we will also need to establish parental responsibility/guardianship.

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. All your comments and complaints will be taken seriously and investigated thoroughly.

We shall acknowledge your complaint within 5 working days. We will investigate the complaint thoroughly and ensure you receive a written explanation of the investigation and outcome.

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 those concerned, if you would like this
- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure the problem doesn't happen again

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the outcome.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you received one coordinated response. We may need your consent to do this.

Compliments

We love to hear what we are doing well. You can leave compliments by:

- **Verbally** – by discussing with a member of staff
- **In writing** – by letter
- **Online** – by submitting a review on Care Opinions
www.careopinion.org.uk