

PATIENT COMPLAINT FORM

If you have a complaint or concern about the service you have received from a clinician or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure which meets national guidelines.

HOW TO MAKE A COMPLAINT

We hope that we can solve most problems easily and quickly and, should you require, an appropriate member of staff will discuss the problem with you and try to resolve the issue as it arises. However, if you wish to make a formal complaint, please do so as soon as possible (ideally within a few days) as this allows us to establish what happened more easily. If doing that is not possible, your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. Please try to be as concise and specific as possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We adhere strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. A consent form signed by the person concerned will be needed. A Third-Party Consent Form is available on 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 WILL DO

We will acknowledge your complaint within 3 working days. We will investigate the complaint thoroughly and aim to ensure you receive a written response. When we investigate your complaint, we will look into the circumstances and take steps to make sure any problem does not arise again, and ensure you receive an apology, if this is appropriate

You will receive a final response letter setting out the result of any practice investigations.

If you feel you cannot raise the complaint with us, alternatively you can contact.

- Voice Ability (providing the NHS Complaints Advocacy Service in the Sheffield Area) on 0300 330 5454 or email nhscomplaints@voiceability.org. Voice Ability offer a free, independent, and confidential service to help people make their NHS complaints.
- Sheffield ICB
722 Prince of Wales Road, Sheffield, S9 4EU in writing or by telephone on 0114 305 1000