

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 putting right whatever has gone wrong and the opportunity to improve our practice.

If you feel you cannot raise the complaint with us, you may wish to write to the "Complaints Manager" at NHS England, PO Box16738, Redditch, B97 9PT or email: <http://www.england.nhs.uk/contact-us/> marking for the attention of The Complaints Manager in the title. Alternatively you can telephone 0300 311 2233 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Alternatively you can contact VoiceAbility (providing the NHS Complaints Advocacy Service in the Sheffield Area) on 0114 407 0081, Fax 0300 088 3762, Textphone Number: 0786 002 2939 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 responses to your complaint, you have the right to ask the Health Service Ombudsman to review your case. The Health Service Ombudsman is responsible for investigating NHS complaints that cannot be resolved locally. You can contact them at:

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
SW1P 4QP
Tel: 0345 015 4033
Fax: 0300 061 4000
Textphone: 0300 061 4298
www.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 or 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
www.porterbrookmedicalcentre.co.uk

AND

Student Health at SHU
Surrey Building
City Campus
Pond Street
Sheffield
S1 1WB
Tel: 0114 225 2134
www.porterbrookmedicalcentre.co.uk

Comments, complaints and suggestions

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 the doctors or staff working for this practice, please let us know.

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, 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 that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem.

This time limit could be extended if it was 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.

The practice manager (or in her absence the Business Partner) will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with appropriately. You can make your complaint:

In person – ask to speak to Pippa Fitzsimmons

In writing – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of Mrs. Pippa Fitzsimmons as soon as possible. You may wish to use the patient complaint form. This is available, on request, at the reception desk or can be downloaded from our website www.porterbrookmedicalcentre.co.uk. You can also send us feedback via the practice website

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 seriously considered.

We shall acknowledge your complaint within 3 working days. We will offer to meet with you to discuss how the complaint will be handled and within what timescale. We will investigate the complaint thoroughly and aim to ensure you receive a written explanation or face to face discussion within a maximum of 25 working days.

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.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

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 response.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

Complaining on behalf of someone else

Please note that we keep 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. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is available on request.