

HELP WITH MAKING A COMPLAINT

The Sheffield Advocacy Hub is a single point of contact for all Advocacy in Sheffield, including NHS Complaints Advocacy.

Sheffield Advocacy Hub
Michael Carlisle Centre
75 Osborne Road
Sheffield
S11 9BF

Freephone: 0800 035 0396
Email: info@sheffieldadvocacyhub.org
Website: www.sheffieldadvocacyhub.org

IF YOU ARE NOT SATISFIED WITH OUR RESPONSE

We hope that we will be able to resolve your concerns and put things right, but if you are not satisfied with our response you have the right to approach the Parliamentary and Health Service Ombudsman as the second and final stage of the NHS complaints procedure.

The Parliamentary and Health Service Ombudsman
11th Floor
Millbank Tower
Millbank
SW1P 4QP

Telephone: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk

www.ombudsman.org.uk



**24 Eckington Road
Sheffield
S20 1HQ**

Telephone: 0114 2284900

www.sothall.net

**COMMENTS, SUGGESTIONS
&
COMPLAINTS**

Practice Procedure

HOW DO I RAISE MY CONCERNS/SUGGESTIONS?

If you have concerns, or if you have suggestions about how we can improve our service, please let us know.

If you wish to pass on any comments or concerns please contact Michael Lyall, Practice Manager, at Sothall Medical Centre.

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 you can make a complaint. It is helpful if you can let us know about your complaint as soon as possible because it is usually easier to establish what went wrong and to sort the problem out if we know about it soon after it happens.

There is a time limit for making complaint. Complaints should normally be made within a maximum of 12 months of realising that you have something to complain about.

WHAT WILL HAPPEN IF I MAKE A COMPLAINT?

You can make a complaint verbally or in writing.

When we look into your complaint we aim to:

- Acknowledge your complaint within 3 working days.
- Give you the opportunity to discuss your complaint and what you would like to happen next.
- Aim to provide a response within 25 working days of receipt of the complaint.
- 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 this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

WHAT IF I AM COMPLAINING ON BEHALF OF SOMEONE ELSE?

We keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so and that they are aware that their confidential medical information may be shared with you, and so we will need their written consent.

Sometimes people are unable to give their consent due to physical or mental incapacity and in these circumstances a representative can make a complaint for them. We will respond to the complaint unless we think that the representative is not acting in the best interests of the patient.

Children can make complaints. If a child is unable to make a complaint themselves or if they would prefer someone else to make the complaint on their behalf, the complaint can be made by a suitable representative.

ALTERNATIVE WAYS TO RAISE YOUR CONCERNS

We hope you will feel able to raise your concerns with us directly. However, if you don't want to contact the practice directly you can raise your concerns by contacting NHS England.

Written complaints can be addressed to:

NHS England
PO Box 16738
Redditch
B97 9PT

Or email - england.contactus@nhs.net
With 'for the attention of the complaints manager' in the subject line

Or telephone 0300 311 22 33 (Mon-Fri 8-6, 9.30am start on a Wednesday)

If you have a concern, suggestion or query that is not a complaint, you can send it to:

Sheffield Patient Services Team
Royal Hallamshire Hospital
Glossop Road
Sheffield
S10 2JF

It will be a great help if you can be as specific as possible about your complaint.