

### **IF YOU DO NOT WISH TO COMPLAIN DIRECTLY TO THE PRACTICE**

If you feel you cannot raise your complaint with The Hollies Medical Centre you may contact NHS England instead:-

By Post: NHS England, PO Box 16738, Redditch, B97 9PT

By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

(with For the attention of the Complaints Manager in the subject box)

By phone: 0300 311 2233 (Mon-Fri 8am to 6pm excl Bank Holidays)

For more information visit the NHS England website 'contact us' section at:

<http://www.england.nhs.uk/contact-us/>

### **TO COMPLAIN TO THE PARLIAMENTARY HEALTH SERVICE OMBUDSMAN**

If you are dissatisfied with the outcome of any complaint investigation by the Practice or NHS England you may then contact the Health Service Ombudsman to look into your case.

Helpline 0345 015 4066 (calls charged at local rate)

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Post: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1 4QP

Visit their website at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **OTHER SUPPORT**

You may also approach Healthwatch or the Sheffield Advocacy Service for support:

<http://www.healthwatch.co.uk/>

<https://sheffieldadvocacyhub.org.uk/>

Whichever course of action you choose to resolve your complaint please be assured it will be handled sympathetically, objectively and in the utmost confidence at all times.

### **The Hollies Medical Centre**

20 St Andrew's Road  
Sheffield  
S11 9AL  
Telephone: 0114 2550094



## **COMPLAINTS PROCEDURE**

**This leaflet is intended to explain our Complaints Procedure  
and our commitment to you as our patient during this process**

**Our aim is always to provide the highest level of service to our  
patients**

**Separate Complaints Form available at Reception**

## **MAKING A COMPLAINT**

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, giving as much detail as you can. In any event this should be:

- Within 12 months of the incident
- Or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written permission. See the separate section in this leaflet for more information.

We can provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. You may also provide this in your own format providing it covers all of the required information.

### **SEND YOUR WRITTEN COMPLAINT TO:**

The Practice Manager, Hollies Medical Centre, 20 St Andrews Road, Sheffield S11 9AL

### **HOW WILL THE PRACTICE RESPOND**

#### **We will:**

- Acknowledge your complaint within 3 working days
- Investigate the complaint thoroughly
- Provide you with an opportunity to discuss your complaint in person if you wish
- Ensure you receive a written explanation (or face to face discussion) within a maximum of 25 working days ( we may discuss with you an agreeable timescale)
- Ensure you receive a written apology if appropriate
- Take steps to ensure that we learn from this incident

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we are able to respond to you about it. In the event the patient is deceased we may agree to respond to a family member or anyone acting on their behalf or who has had an interest the patient's welfare.

Please ask for a Complaints Form if you have not been provided with one. This contains an authority for the patient to sign to enable to complaint to proceed. Alternatively we will send one to you to return to us at the point at which we receive your initial written complaint.

Where the patient is unable to provide consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please also note that if you are complaining on behalf of a child who is capable of making their own complaint we would expect the child to contact us directly to lodge their complaint.

At any point during the investigation of the complaint we may need to correspond directly with the patient.