

NHS COMPLAINTS ADVOCACY

NHS Complaints advocacy helps people to make NHS complaints.

NHS Complaints advocates can help if you or someone you know has not had the care or treatment you expect to receive from your NHS services and you want to complain.

By Post

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

Freephone

0800 035 0396

By Email

referrals@sheffieldadvocacyhub.org

Website

www.sheffieldadvocacyhub.org

FINAL STAGE

If you are not satisfied with the outcome of your investigation you have the right to approach the ombudsman.

Contact details are:-

By Post

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

By Telephone

0345 015 4033

By Email

www.ombudsman.org.uk

**VALLEY MEDICAL CENTRE
Johnson Street
Stocksbridge
Sheffield
S36 1BX**

**Telephone 0114 3217510
Fax 0114 2887896
Email SHECCG.ValleyMC@nhs.net**

www.valleymedicalcentre.org.uk



COMMENTS, SUGGESTIONS & COMPLAINTS

The Practice Procedure

COMMENTS AND SUGGESTIONS

The practice welcomes comments and suggestions from patients about our services. Forms are available at the reception desk.

PATIENT PARTICIPATION GROUP

If you would like to become more involved with the surgery, there is a Patient Participation Group that meets quarterly. Register your interests with reception.

HOW DO I MAKE A COMPLAINT?

If you have a complaint or are concerned about the service you have received from the doctors or any of the staff working at the practice, please let us know.

You can do this by contacting the Practice Manager. Either make an appointment to see her or alternatively you can complete one of the comment forms available on reception.

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, please let us know as soon as possible. Ideally, this should be within a matter of days or at the most, a few weeks. In this way it helps us to establish what happened more easily.

There is a maximum time limit for making complaints – complaints should be made within 12 months of realising that you have something to complain about. Complaints can be made in writing or verbally.

WHO SHOULD I CONTACT?

Complaints should be addressed to:

**Elizabeth Sedgwick
Practice Manager**

Or you can address it to Dr Julian Peace

WHAT WILL THE PRACTICE DO?

When we look into your complaint we aim to:

- Acknowledge your complaint within three working days.
- Agree a timescale for a response to be sent to you, usually 14 working days.
- 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.

A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

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.

IF YOU PREFER NOT TO COMPLAIN DIRECTLY TO THE SURGERY YOU CAN COMPLAIN TO NHS ENGLAND

By Post

NHS England
PO Box 16738
Redditch
B97 9PT

By Email

england.contactus@nhs.net

With 'For the attention of the complaints manager' in the subject line.

By Telephone

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

More Information

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

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