

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.

However, you can also contact to help you:

- **Complaints Team** (Open Monday – Friday; 8am – 6pm)
NHS England
PO Box 16738
Redditch, B97 9PT
Tel: 0300 311 2233
e-mail: contactus@nhs.net FAO the Complaints Manager
www.england.nhs.uk/contact-us/

NHS Complaints Advocacy

- **Contact details are**
www.sheffieldadvocacyhub.org.uk/
Telephone 0800 035 0396
Fax 0114 250 9495
e-mail: info@sheffieldadvocacyhub.org.uk

If you feel that your complaint has not been resolved please contact:

- **Parliamentary and Health Service Ombudsman**
Millbank Tower
London, SW1P 4QP
Tel: 0345 015 4033
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.

DOVERCOURT SURGERY

**3 Skye Edge Avenue
Sheffield
S2 5FX**

Tel: 0114 270 0997

***Comments, Complaints and
Suggestions***

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 or at most a few weeks, because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have the 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.

Stephanie Houghton, Reception Manager, will be pleased to deal with any complaint. She will explain the Procedure to you and make sure that your concerns are dealt with promptly.

You can make your complaint:

- ***In person***; ask to speak to Stephanie Houghton, Reception Manager, Paul Wike, or Michelle Wilde, Practice Managers.
- ***In writing or electronically***; some complaints may be easier to explain in writing. Please give as much information as possible and then send your complaint to the Practice for the attention of the Practice Manager or any Doctor, as soon as possible.

WHAT WE SHALL DO

Our Complaints Procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

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; and
- 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.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that 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 his or her permission to do so and that they are aware their medical information may be shared. A note signed by the person concerned is required, unless they are incapable (because of illness) of providing this.

When a complaint is made on behalf of someone else through a third party due to the individual dying, on behalf of a child, or the individual is physically or mentally incapable of making the complaint or an individual asks a third party to make the complaint, the Practice must be satisfied that there are reasonable grounds for this method of representation and the third party is genuinely acting in the best interests of the individual.