



**Tel No: 0114 243 7212**

## **THE PRACTICE COMPLAINTS PROCEDURE**

### **COMMENTS, SUGGESTIONS AND COMPLAINTS**

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 that you think that we can improve the service we provide.

### **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 in this Practice, please let us know as soon as possible so we can try to resolve your issue.

You can contact us either in writing or by telephone.

### **WHO SHOULD I CONTACT?**

Complaints should be addressed to: **The Complaints Team** at Norwood Medical centre.

### **WHAT WILL THE PRACTICE DO?**

When looking into your complaint we aim to:

- Find out what happened and what went wrong and try to resolve any issues.
- Make it possible for you to discuss the problem with those concerned if you would like this.
- Identify what changes we can make to ensure the problem does not happen again.
- We may not be able to deal with your complaint immediately, but we keep you updated about when you should hear from us.

Please note that complaints are not recorded on your medical record, but on a separate and secure system.

Making a complaint will never alter the standard of care you receive.

## 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 will need to know that you have their permission to do so. A note signed by the person concerned will be required unless they are incapable (because of physical or mental illness) of providing this.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong. It also gives us the opportunity to improve our practice.

This however does not affect your right to approach NHS England if you feel you cannot raise your complaint with us.

If you wish to do this, please contact:

**By post to:**  
**NHS England**  
PO Box 16738  
Redditch  
B97 9PT

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

If you are making a complaint, please state: '**For the attention of the complaints team**' in the subject line.

**By telephone: 0300 311 22 33**

**Our opening hours are** 9am to 3pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays.

**Website:** [www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/](http://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/)

## WHERE CAN I GET MORE HELP OR INFORMATION FROM?

The Sheffield Advocacy Hub provides NHS Complaints Advocacy for children, young people and adults who reside in Sheffield and who wish to make a complaint through the NHS complaints procedure.

Freephone: 0800 035 0396

Email: [referrals@sheffieldadvocacyhub.org](mailto:referrals@sheffieldadvocacyhub.org)

Website: [www.sheffieldadvocacyhub.org](http://www.sheffieldadvocacyhub.org)

If you remain dissatisfied with the response to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case within six months of receiving the final formal written response. The ombudsman is an independent body established to promote improvements in healthcare.

They can be contacted on 0345 015 4033 or write to Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP or visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk).