



Practice Complaints Process

Introduction

Every patient has the right to make a complaint about the service they have received at Upperthorpe/Ecclesall Medical Centre. This leaflet explains our complaints process and how you can make a complaint.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

How to complain

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, you can do so verbally or in writing.

Complaints can be made verbally, in writing, via our website, or using our complaints form available from reception. If you wish to make your complaint verbally, please phone the surgery and reception will take all the information from you and forward to the management team.

Timeframe for Complaints

The time constraint for bringing a complaint is:

- 12 months from the occurrence giving rise to the complaint, or
- 12 months from the time you become aware of the matter about which you wish to complain.

What we will do

We will allocate a lead person to investigate your complaint depending on the nature of the complaint. For example, complaints about clinical matters are likely to be looked into by the Lead Nurse or a Partner at the Practice, complaints about individual staff will be allocated to their line manager, complaints about appointment bookings or general Practice matters are likely to be investigated by the Practice Manager or relevant person. The Practice Manager will decide the most appropriate staff member to investigate your complaint.

We will acknowledge your complaint within 3 working days and we will agree a response timescale with you at the outset. This will depend on the complexity of the complaint. If we need more time, we will keep you informed. If it is a more complicated matter or involves several people it may take longer and in this instance we will provide you with regular updates.

When we look into your complaint, we shall:

- Find out what happened and identify what, if anything, went wrong
- Make it possible for you to discuss the problem with those concerned if appropriate and if you would like this

- Make sure you received an apology, where this is appropriate
- Try and put the problem right, if possible
- Identify what we need to learn and what we can do to make sure the problem does not happen again

We will contact you with a response to your complaint either verbally or in writing.

Complaints are not recorded in the clinical record and complaining will not affect future care.

All complaints are used for Reference learning / annual review of complaints for the practice.

Third party complaints

Upperthorpe/Ecclesall Medical Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception. When a complaint is made by a third party on behalf of a child or individual lacking mental capacity, the practice must be satisfied that there are reasonable grounds for this method of representation.

Complaining to NHS South Yorkshire Integrated Care Board

If you do not wish to complain directly to the Practice, you can raise your complaint with the organisation that commissions our services:

NHS South Yorkshire Integrated Care Board

Website: <https://www.southyorkshire.icb.nhs.uk>

They will normally ask whether you have already raised your complaint with the Practice.

Support available

Sheffield Advocacy Hub at Citizens Advice Sheffield offers a free advocacy service and can help you make a complaint. More information can be found on their website:

<https://sheffieldadvocacyhub.org.uk/sheffield-nhs-complaints-advocacy/>

Or by phoning 0800 035 0396

Further action

If you are not satisfied with the outcome of your complaint from either NHS England or from ourselves you can escalate your complaint to:

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

Tel: 0345 015 4033