

[Upperthorpe/Ecclesall Medical Centre](#)
[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. A copy of the full complaints procedure is available on request.

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. Complaint letters should be addressed to the Practice Manager. There is also a complaints form available from reception should you prefer to register your complaint this way. If you wish to make your complaint verbally please phone the Practice and ask for a call back from the Practice Manager (or in their absence the Assistant Practice Manager). If you would prefer to register your complaint by email then please email: sheccq.upperthorpemc@nhs.net marking the subject line 'complaint for the attention of the Practice Manager'. However, please note that emails are not a secure way of sending personal information so you may want to limit the information you provide in this manner.

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.

We will acknowledge all complaints within three business days.

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, Assistant Practice Manager or Reception Manager. The Practice Manager will decide the most appropriate staff member to investigate your complaint.

We will look into your complaint as soon as possible and aim to provide you with the findings within 40 working days. 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 issue a final formal response to all complainants which will provide full details and the outcome of the complaint.

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 England

We hope that, you will feel able to complain directly to us and to use our complaints process. If for any reason you do not want to speak to us about your complaint, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England
PO BOX 16738
Redditch
B97 9PT
03003 112233
Website: <https://www.england.nhs.uk/contact-us/>
Email: england.contactus@nhs.net

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