

Grimethorpe Surgery

The Grimethorpe Centre
Off Acorn Way
Grimethorpe
Barnsley
S72 7NZ
Tel: 01226 716809

The Cudworth Centre
Carlton Street
Cudworth
Barnsley
S72 8SU
Tel: 01226 707110

PATIENT INFORMATION LEAFLET

Comments, Suggestions & Complaints

Listening *** Acting *** Improving



COMMENTS, SUGGESTIONS AND COMPLAINTS

We value patient comments and suggestions. We have a box in the waiting area where patients can post any ideas which will help with service provision at the practice.

If you have a complaint or concern about the service you have received from any of the doctors or any of the staff working at the practice please let us know. We operate a Practice Complaints Procedure. This practice procedure does not deal with questions of legal liability or compensation.

TWO OR MORE ORGANISATIONS

If your complaint involves two or more organisations, you will receive single co-ordinated responses from the practice and the other organisation/s.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to rules of medical confidentiality. If you are complaining on behalf of someone else, (*other than a child or person who is incapacitated*) we have to know that you have his or her permission to do so. We will require written consent from the patient concerned.

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 formal 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 **6 months** of the incident that caused the problem or

within **6** months of becoming aware of the matter to be complained about, provided this is within **12** months of the incident.

Complaints should be addressed to the Practice Manager or any of the Doctors. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns, she will explain the complaints procedure and make sure that your concerns are dealt with promptly.

WHAT WE SHALL DO

Acknowledge the complaint within 3 working days, verbally, or in writing and aim to have looked into your complaint within 10 working days of the date 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 consider your complaint we will aim to:

- Find out what the issues are which led to your complaint.
- Make it possible for you to discuss the problem/s with those concerned, if you wish to do so.
- Make sure you receive an apology, where appropriate.
- Identify what we can do to make sure the problem does not happen again.
- Above, all make sure you are 'kept in the loop' and updated throughout the complaints process.
- At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

IF YOU REMAIN UNHAPPY WITH OUR RESPONSE

You can choose to complain to NHS England rather than the practice if you wish.

If you remain unhappy with the response from the practice you can ask for mediation by NHS England or alternatively, request The Parliamentary and Health Service Ombudsman to review the matter. Details of the various contacts are over the page.

Practice Manager
Grimethorpe Surgery
Off Acorn Way
Grimethorpe
Barnsley
S72 7NZ
Tel: 01226 716809

NHS England
P O Box 16738
Redditch
B97 9PT
Telephone: 0300 311 22 33
Email: England.contactus@nhs.net

Website: www.england.nhs.uk/contact-us/complaint

The service operates Monday to Friday 08:00 - 18:00 excluding English bank holidays.

To complain about a UK government organisation or the NHS in England you can write to:

The Parliamentary and Health Service Ombudsman
Milbank Tower
Milbank
London
SW1P 4QP

- Visit their 'Making a complaint page'
- Call the Customer Helpline on 0345 015 4033 from 8:30am to 5:30pm, Monday to Friday
- Send a text to the 'call back' service 07624 813 005
- Dial the textphone (minicom): 0300 061 4298

Complaint Form

This practice has a formal complaints procedure. In order to ensure that every complaint receives fair and prompt attention, please complete the form below.

Complainant's Details	
Name	Date of Birth
Address	Tel. No.
Patient's Details (where different from above)	
Name	Date of Birth
Address	Tel. No.
Details of Complaint (including date(s) of events and persons involved)	
Complainant's signature	Date

<i>(If the complainant is not the patient)</i>	
I _____ authorise the complaint made on my behalf	
by _____ and I agree that the practice may disclose	
information to _____ (only in so far as is necessary to	
answer the complaint) confidential information about me which I provided to them.	
_____	_____
Patient's Signature	Date