

You can submit your concerns or complaints to:

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

NHS South Yorkshire  
Telephone: 0114 305 1000  
Email: [syicb-sheffield.icbcomplaints@nhs.net](mailto:syicb-sheffield.icbcomplaints@nhs.net)  
Website: <https://southyorkshire.icb.nhs.uk/contact-us>  
This service has taken over complaints handling from NHS England from 1 July 2023.

To complain about a UK government organisation or the NHS in England you can also contact:

The Parliamentary and Health Service Ombudsman

- Visit their 'Making a complaint page':
- Call their Customer Helpline on 0345 015 4033. Please note the helpline is currently open Monday to Thursday from 8.30am to 5.00pm and Friday from 8.30am to 12pm, except bank holidays. Calls are charged at local or national rates.
- If you use BSL, you can use their SignVideo service: <https://www.ombudsman.org.uk/accessibility/if-you-are-deaf-or-hard-hearing/our-signvideo-interpreting-service> to talk to them.
- You can find more on their website: <https://www.ombudsman.org.uk/>

## 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 must 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 to discuss your concerns, she will explain the complaints procedure and make sure that your concerns are dealt with promptly. If you prefer you can contact NHS South Yorkshire instead.

## **WHAT WE SHALL DO**

Acknowledge the complaint within 3 working days, verbally, or in writing and aim to have investigated your complaint within 20 working days of the date you raised it with us. We shall then be able to offer you an update, 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.
- There may be a delay in the acknowledgement of or response to your complaint during illness or holiday times.

## **IF YOU REMAIN UNHAPPY WITH OUR RESPONSE**

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 on the next page.

