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 have to know that you have their permission to do so and are acting in their best interests. Written consent from the person concerned will be required (unless they are incapable because of physical or mental illness).

Children can also make complaints, however if they would prefer someone to complain on their behalf the person complaining needs to be a suitable representative, such as a parent or guardian.

If you wish to make a complaint on behalf of a patient who is registered with UHS, please ask the reception team for a consent form.

How Do I Make a Complaint to NHS England?

Complaints can be addressed to the practice or NHS England, but not both.

If you feel that you cannot raise your concerns with us directly then you can address your complaint to NHS England. If you wish to complain to NHS England, please contact:

The Complaints Manager
NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 2233
Email: england.contactus@nhs.net
www.england.nhs.uk/contact-us/complaint

For free independent confidential support regarding a complaint contact:

NHS Complaints Advocacy Service
www.nhscomplaintsadvocacy.org/

Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank London
SW1P 4QP
www.ombudsman.org.uk

COMPLIMENTS AND SUGGESTIONS

Compliments are always welcome as these can be affirming to a member of staff or team involved, and be used to inform good practice. You can send a letter, use the suggestions box in the waiting room or give feedback via our web pages at www.sheffield.ac.uk/health. You can also use these methods to make suggestions to us for improving our services.

University Health Service
53 Gell Street
Sheffield
S3 7QP
Tel: 0114 22 22 100
Fax: 0114 22 22 123
www.sheffield.ac.uk/health
How Do I Make A Complaint?

At the University Health Service we aim to deliver a professional, caring and courteous service to all of our patients. If you have any compliments, comments or concerns about our service we would like to hear from you.

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 matters right. It also gives us an opportunity to improve our practice.

If you have a complaint or are concerned about the service you have received from your doctor, or any of the staff working in this practice, please let us know.

We hope that most issues can be sorted out easily and quickly, at the time they are raised and often with the person concerned.

If you wish to make a complaint, please let us know as soon as possible. This will allow us to investigate in a timely manner. In any event, complaints should be made either:

- Within 12 months of the incident or event that you are complaining about
- Within 12 months of discovering the incident or event that you are complaining about

We aim to acknowledge your complaint within 3 working days, and where possible will provide a full response within 10 working days. Where this is not possible, we will keep you updated of the progress of your complaint. We will also give you the opportunity to discuss your complaint and what you would like to happen next.

Who Should I Contact?

If your complaint is regarding an administrative issue, please ask to speak to the Reception Manager, Mrs Gina Down, who will try to resolve your problem.

In the event of a more serious complaint, or for all clinical complaints, please contact the Practice Manager, Ms Barbara Graham

Tel: 0114 22 22 100
Email: barbara.graham@nhs.net

What Will The Practice Do?

- When we look at the complaint we aim to:
  - Acknowledge your complaint within 3 working days
  - Support you through the process
  - Treat you with courtesy and respect
  - Find out what happened
  - Make it possible to discuss the issue with those concerned or the Practice Manager, if this is something that you would like
  - Make an apology where this is appropriate
  - Identify what we can do to make sure, where possible, the problem does not happen again
  - Keep you informed and agree with you a timescale for investigation of and responding to your complaint
  - Ensure any outcomes are followed up with necessary actions
  - Write to you when the outcome is concluded