

SHARROW LANE MEDICAL CENTRE

COMPLAINTS

The Complaints Manager for the Practice is: **Mrs Pauline Sturman**

The lead GP Partner for complaints handling is: **Dr Madhu Jayachandran**

We always endeavour to improve the services to our Patients and would appreciate any suggestions you may have. Any complaints will be treated in the strictest confidence and acknowledged by the Practice Management within 48 hours.

When a person is complaining on behalf of a patient, if possible, consent has to be given by the patient.

You can make an appointment with Dr Madhu or Pauline Sturman (Practice Manager) to discuss your complaint. If you would like help with writing your complaint or with interpretation please ask at Reception for assistance.

Complaints should be made in writing within six months of the Incident. If you are unhappy with the way the complaint is handled please contact one of the services below:

IF YOU FEEL YOU NEED TO TAKE YOUR COMPLAINT FURTHER:

1) Sheffield CCG

Address: Complaints Team, NHS Sheffield CCG, 722 Prince of Wales Road,
Sheffield, S9 4EU

Web: Visit the Compliment and Complaints section of our website for more
Information:

<http://www.sheffieldccg.nhs.uk/get-involved/comps.htm>

Email: SHECCG.complaints@nhs.net

Telephone: (0114) 305 1000

2) Parliamentary and Health Service Ombudsman

If you are dissatisfied with the response to your complaint, you have the right to contact the Parliamentary and Health Service Ombudsman.

They “look into complaints where an individual believes there has been injustice or hardship because an organisation has not acted properly or fairly or has given a poor service and not put things right.”

Their powers are set out in law and their service is free for everyone.

They will need to know about:

- your complaint
- when it happened
- how it affected you
- what you would like them to do to put things right

Please make sure that you have a copy of the organisation's final decision letter to hand.

You will need to register on their secure online complaint system. To get you started, all they need is your name and email.

Other ways to make a complaint:

- Call them on 0345 015 4033, 8.30am-5.30pm, Monday to Friday. They can take your complaint over the phone and send you a summary of it to approve.
- Download forms and leaflets. They ask you to fill in a form so that they get the information they need to give you a quicker answer to your complaint. You can also call them on 0345 015 4033 if you want them to send you a form.

If you have any problems putting your complaint in writing or any special communication needs, please give them a ring.

Helpline: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Web: www.ombudsman.org.uk

Address: The Parliamentary and Health Service Ombudsman, Millbank Tower,
Millbank, LONDON, SW1P 4QP