

# Sharrow Lane Medical Centre Complaints Policy

Sharrow Lane Medical Centre  
129 Sharrow Lane, Sheffield, S11 8AN

Updated: January 2020  
Review Date: January 2021

## Practice Complaints Procedure

If you have a complaint about the service you have received from any member of staff working in our practice then please let us know. The practice operates a complaints procedure as part of the NHS system for dealing with complaints and our complaints procedure meets national criteria.

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

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

Patients can make a complaint in writing, verbally, or via email to either the Practice Manager at the Medical Centre or NHS England, but not both.

It is our policy to ensure you are not discriminated against when making a complaint. Firstly discuss your complaint with the staff member concerned. If the issue cannot be resolved with them please contact the Practice Manager either in writing to the address below or email to [SHECCG.SharrowLaneMC@nhs.net](mailto:SHECCG.SharrowLaneMC@nhs.net) or verbally. If your problem cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible.

If it is not possible to raise your complaint immediately then please let us have the details of your complaint within the following timescales:

- Within 12 months of the incident that caused the issue
- Within 12 months of discovering that you have a problem

The practice will acknowledge your complaint within 3 working days. We will try to answer your complaint within 25 working days however, this depends on the nature of your complaint but we will keep you up dated throughout.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make sure your receive an apology where appropriate
- Identify what the practice can do to make sure the problem does not happen again

## **Complaining on behalf of somebody else**

Sharrow Lane Medical Centre keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else the practice needs to know that you have their permission to do so.

A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

## **Unreasonable Complaints**

Where a complainant becomes aggressive or, despite effective complaint handling, unreasonable in their promotion of the complaint, some or all of the following formal provisions will apply and will be communicated to the patient:

- The complaint will be managed by one named individual at senior level who will be the only contact for the patient
- Contact will be limited to one method only (e.g. in writing)
- Place a time limit on each contact
- The number of contacts in a time period will be restricted
- witness will be present for all contacts
- Repeated complaints about the same issue will be refused
- Only acknowledge correspondence regarding a closed matter, not respond to it
- Set behaviour standards
- Return irrelevant documentation
- Keep detailed records

## **Complaining to other authorities**

If you choose to complain to NHS England their details are;

NHS England  
PO Box 16738  
Redditch  
B97 9PT

Tel: 0300 311 2233

Email: [contactus@nhs.net](mailto:contactus@nhs.net) [www.england.nhs.uk/contact-us/](http://www.england.nhs.uk/contact-us/)

If you would like support with the complaints process please contact the NHS Complaints Advocacy Service on 0300 330 5454, or visit <http://nhscomplaintsadvocacy.org/> the service is free for patients.

## **PALS**

Officers from the Patient Advice and Liaison Service (PALS) are available in all hospitals. They offer confidential advice, supports and information on health related matters to patients, families and their careers. You can contact them at the Royal Hallamshire Hospital on 0114 271 1900

## **Ombudsman Service**

If ultimately you are not happy with how we have dealt with your complaint, and would like to take the matter further, you can contact the Parliamentary and Health

Service Ombudsman who will make final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use. To take your complaint to the ombudsman, visit <https://www.ombudsman.org.uk/> or call 0345 015 4033.

### **Contacting the Care Quality Commission**

If you have a concern about a staff member or activity carried out by the practice then you can contact the Care Quality Commission at : [www.cqc.org.uk](http://www.cqc.org.uk) or call 0300 061 6161