



**Nethergreen
Surgery**

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34-36 Nethergreen Road,
Sheffield, S11 7EJ

Complaints Procedure

At Nethergreen Surgery, we pride ourselves on providing a first-class service to all our patients.

However, from time to time, mistakes can be made, or misunderstandings arise, which necessitate the implementation of our Complaints Procedure. This document is intended to explain this procedure, and our commitment to you, as a patient, during this process.

How do I make a complaint?

If you have a complaint, or are concerned about the service you receive from the Doctors, or any of the Staff working here, please let us know.

We hope that most problems can be resolved easily and quickly, often at the time they arise, and with the person concerned. 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, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within 12 months of the incident that caused the problem (or within 12 months from when the complaint comes to your notice)

Complaints should be addressed to:

Daniel Sayliss
The Practice Manager,
Nethergreen Surgery, 34-36 Nethergreen Road, Sheffield S11 7EJ

What will the practice do?

We will:

- Acknowledge your complaint within 2 working days.
- Investigate the complaint thoroughly.
- Provide you with an opportunity to discuss your complaint in person
- Make it possible to discuss the problem with those concerned, if you wish.
- Ensure you receive a written explanation, or face-to-face discussion, within a maximum of 25 working days (we may discuss with you what is an agreeable timescale)
- Ensure you receive a written apology, if appropriate.
- Take steps to ensure the problem does not arise again.

Complaints on behalf of a 3rd party

If you are submitting a complaint on behalf of a third party, we will require a letter signed by the person concerned, authorising you to act on their behalf, unless they are incapable of providing this.

Complaints Advocacy in Sheffield is provided by Sheffield Advocacy Hub.

<https://sheffieldadvocacyhub.org.uk/>

If you feel you cannot raise your complaint with us, complaints about GP practices are now handled by NHS England, who have provided the following information about how to make a complaint:

How to make a complaint to South Yorkshire Integrated Care Board (ICB)

From 1 July, NHS South Yorkshire ICB took on delegated authority from NHS England for processing complaints in relation to the following primary care services in South Yorkshire:

Tel: [0114 305 1000](tel:01143051000)

Email: syicb-sheffield.icbcomplaints@nhs.net

For more information please visit the South Yorkshire ICB website: <https://southyorkshire.icb.nhs.uk/contact-us>

How to make a complaint the Parliamentary Health Service Ombudsman

If after the above, you are not satisfied with the outcome, after receiving the final written formal response from either the Practice or NHS England you may ask the Health Service Ombudsman to investigate your case. Their helpline is on 0345 015 4066 (calls are charged at a local rate) or email phso.enquiries@ombudsman.org.uk or fax 020 7217 4000. Further information is available at their website, www.ombudsman.org.uk and you can write to:

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank
London SW1 4QP

Whatever course of action you may choose to resolve your complaint, we can assure you the complaint will be handled sympathetically, and in the utmost confidence, at all times.

Daniel Sayliss
Practice Manager
July 2023