

However, if you are not happy with our response to your complaint you do have the right to approach NHS England or The Parliamentary and Health Service Ombudsman.

HOW DO I MAKE A COMPLAINT TO NHS ENGLAND

If you feel you cannot raise your complaint with us or if you are not happy with the result of our investigation, please contact:

By post:

NHS England
PO Box 16738
Redditch B97 9PT

By e-mail:

england.contactus@nhs.net

with 'For the attention of the Complaints Manager' in the subject line.

By telephone:

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays).

Website:

www.england.nhs.uk/contact-us/

OR:

- The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
LONDON
SW1P 4QP
- Emailing
Phso.enquiries@ombudsman.org.uk
- Telephone
0345 0154033

HUDDERSFIELD ROAD PARTNERSHIP

MAKING A COMPLAINT

The Practice Procedure

**Huddersfield Road Surgery
6 Huddersfield Road
Barnsley
S70 2LT
Tel: 01226 203420**

and

**Barugh Green Surgery
44 Cawthorne Road
Barugh Green
Barnsley
S75 1LQ
Tel: 01226 384505**

www.huddersfieldroadsurgery.co.uk

IF YOU HAVE EXPERIENCED A PROBLEM

If you are not happy with the care, service or treatment you have received in the Practice, it is important that you tell us, as we can only put things right if you let us know what is wrong. We try to sort out any problems as quickly and informally as possible. In some cases, a word with an appropriate member of staff is all that is needed to put things right. You will not be treated any differently because you have made a complaint.

HOW TO COMPLAIN

If your complaint cannot be easily resolved and you wish to make a formal complaint, then it is important that you advise us as soon as possible. You do not need to write a long and very detailed letter, but you should include all the points you want to complain about.

- Who or what are you complaining about? Try to make clear the most important points. If you are complaining about a member of staff, give their name and their position if you know it.

We hope that if you have a problem you will choose to use our complaints procedure. We believe that this will give us the best chance of putting right whatever has gone awry, and also give us an opportunity to improve our service by learning from it.

- Where and when the events you are complaining about happened.
- What you have already done about your complaint, if anything.
- What results you want from your complaint.

To this end, a complaints form is available from Reception which we ask you to complete. Ideally, this should be within a few days of the problem in order that we can establish what has happened much more easily.

If you have not been able to do this, then please advise us of your complaint as soon as you can.

- Within 12 months of the incident happening.

All complaints should be addressed to the Practice Manager, or you may find it helpful to make an appointment to discuss your concerns. The Practice Manager will explain the complaints procedure to you and investigate your complaint fully.

We welcome your views on any aspect of our service and invite you to give us any suggestions you may have to improve our Practice. Please ask reception for a form

WHAT WE UNDERTAKE TO DO

You will receive an acknowledgement of your complaint by telephone/letter within three working days of us receiving it. Where possible, we aim to have resolved your complaint within two weeks of the date when you raised the matter with us and no later than 6 months. When we investigate your complaint, we shall aim to:

- Find out what happened, what went wrong and explain this to you.
- Make sure that you receive an apology, where appropriate.
- Identify what we can do to make sure that the problem does not arise again.

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. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.