

# Raising a concern or a complaint about a PCS practice

## Primary Care Sheffield takes complaints very seriously

We aim to ensure that when you interact with one of our services, you are satisfied with your experience. If you feel you need to raise a concern or make a complaint, you will be treated courteously and promptly so that the matter is resolved as quickly as possible.

### Raising a concern

If your issue is current, i.e. it relates to something happening now, please raise a concern to the senior member of our team there and then. The likelihood is that we will be able to resolve it immediately or within a short period of time. If not, then we encourage you to make a complaint.

### How do I make a complaint?

Please contact the Head of Primary Care, Kiz Haigh

#### Postal address

Kiz Haigh, Head of Primary  
Care  
Primary Care Sheffield  
722 Prince of Wales Road,  
Sheffield  
S9 4EU

#### Secure email

[Sheffieldccg.clovergroupcomplaints@nhs.net](mailto:Sheffieldccg.clovergroupcomplaints@nhs.net)

#### Phone number

0114 322 3100.

As an alternative you may complain direct to NHS England but cannot complain to both.

## How do i make a complaint (continued)

Please provide details preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- Or within 12 months of you discovering the incident giving as much detail as you can.

## Making a complaint on someone's behalf

We observe strict rules of confidentiality, which means that if you wish to make a complaint on someone else's behalf, we will need their written permission for you to do so.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

## **When will I receive a response to my complaint?**

We look to settle complaints as soon as possible. We will acknowledge receipt within 3 working days, and aim to have investigated the matter within 30 days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete a final response will be sent to you detailing any action that has been taken.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## What can i do if I am dissatisfied with the outcome?

You have the right to approach the Ombudsman. The contact details are:

### **The Parliamentary and Health Service Ombudsman**

Millbank Tower, London, SW1P 4QP  
0345 0154033 | [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

You may also approach The Patient Services Team for help or advice. The Patient Services Team is based at The Royal Hallamshire Hospital and provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

### **Patient Services Team**

Royal Hallamshire Hospital, Glossop Road, Sheffield  
S10 2JF | 0114 271 2400 | [PST@sth.nhs.uk](mailto:PST@sth.nhs.uk)

### **NHS England Complaints Team**

NHS England PO Box 16738 Redditch. B97 9PT  
0300 311 2233 | [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

The Sheffield Advocacy Hub provides support for children, young people and adults who wish to make a complaint through the NHS complaints procedure.

### **Sheffield Advocacy Hub**

Michael Carlisle Centre, 75 Osborne Road,  
Sheffield , S11 9BF  
0800 035 0396 | [referral@sheffieldadvocacyhub.org](mailto:referral@sheffieldadvocacyhub.org)