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PATIENT COMPLAINT FORM

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets or exceeds national criteria.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so as soon as possible. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem.

- We ask that you address your complaint in writing to the Complaints Manager (you can use the attached form below)
- You can also contact us via phone - 0114 2293090
- Alternatively, you can email your complaint to - syicb-sheffield.woodhousehealthcentre@nhs.net

We will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is provided below.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days. We will outline our complaints procedure in this acknowledgement. You will receive a response letter in a timely manner.

Author: Woodhouse Health Centre
Date: February 2015
Updated: April 2023
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SIGNED.....Print name.....

PATIENT COMPLAINT - THIRD-PARTY CONSENT FORM

PATIENT'S NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

ENQUIRER /
COMPLAINANT NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT OR YOUR COMPLAINT OR ENQUIRY INVOLVES THE MEDICAL CARE OF A PATIENT THEN THE CONSENT OF THE PATIENT WILL BE REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW.

I fully consent to my Doctor releasing information to, and discussing my care and medical records with the person named above.

This authority is for an indefinite period / for a limited period only (delete as appropriate)

Where a limited period applies, this authority is valid until.....(insert date)

Signed (Patient)

Date.....

Should the patient be physically incapacitated through ill health please fill in your details above and sign below. A copy of this will be sent to the patient.

The patient is unable to sign the form at this stage but I acknowledge the patient is aware that I have gained their agreement to consent to the Doctor releasing information to, and discussing their care and medical records with the person named above in relation to this complaint, and I wish this person to complain on my behalf.

Signed: (Patient representative)

Date:

TAKING IT FURTHER

NHS South Yorkshire

When submitting a complaint to NHS South Yorkshire please can you include the specific area that your complaint is in reference to i.e. Rotherham, Doncaster Barnsley or Sheffield.

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

- GP Medical Services
- General Ophthalmic Services
- Community Pharmacy Services
- Dental Services

To submit a complaint please contact us on:

Tel: 0114 305 1000

Email: syicb-sheffield.icbcomplaints@nhs.net

Please note, the email address above covers all areas of South Yorkshire (Rotherham, Doncaster, Barnsley and Sheffield).

What happens if I prefer to complain directly to the commissioning organisation?

If your complaint is about primary care services such as GPs, dentists, opticians or pharmacy services, you should contact NHS South Yorkshire using the above contact details.

Members of the public will still be able to make a complaint to the provider. This is NOT changing.

[Find out more about how to feedback or make a complaint about an NHS service](#)

A frequently asked questions document is available [here](#).

Sheffield NHS Complaints Advocacy

Do you have a complaint about a NHS service? Do you live in Sheffield?

We can provide information on the complaints process, and if necessary, support you to make your complaint.

For more information please visit:

<https://sheffieldadvocacyhub.org.uk/sheffield-nhs-complaints-advocacy/>

If you need an advocate for yourself, friends or family, call us on **0800 035 0396**

Email: info@sheffieldadvocacyhub.org.uk

Our support is free, confidential and independent of the NHS.

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Ombudsman

If you remain dissatisfied with the outcome you may refer the matter to:

The Parliamentary and Health Service Ombudsman
3 New York Street
Manchester
M1 4HN

Tel 0345 0154033

www.ombudsman.org.uk

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