

## **Please give us your feedback**

It is important that we know what is going well, and what could be improved. You can give us your feedback in a number of ways:

- Contact The Practice Manager
- Complete the Friends and Family Test slips available in the practice
- Leave a review at [www.careopinion.org.uk](http://www.careopinion.org.uk)
- We have comments slips available in reception
- Every year there is a national GP Patient Survey. The survey is sent to a sample of patients during January to March. If you are sent the survey, please fill it in.

## **Complaints**

We try to provide the best service possible, but sometimes things do go wrong. We always try to learn and improve from complaints.

If you make a complaint, we will:

- Acknowledge your complaint within three working days
- Offer to discuss your complaint with you where appropriate and agree a timeframe for responding
- Investigate and, where appropriate, respond to your complaint fully

You can find out more about our complaints process here: [Tramways complaints process \[1\].doc](#)

### How to complain

You can make your complaint directly to the practice or to NHS England.

### How to complain to the practice:

Please make your complaint in the way that is most convenient for you

- Phone: contact the reception team on 0114 2343418 and ask to speak to the practice Manager
- In person: Ask at the reception desk to speak to the Practice Manager
- Email: send a email to [sheccg.tramways-oconnell@nhs.net](mailto:sheccg.tramways-oconnell@nhs.net) with FAO Practice Manager in the subject heading.
- In writing: Send a written letter detailing the complaint by post or in person addressed FAO Practice Manager.

If you have any communication needs please let us know so that we can meet your needs during the complaints process.

### How to complain to NHS England:

You can complain or give feedback:

- Post:  
NHS England  
PO Box 16738

Redditch  
B97 9PT

- Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) (If you are making a complaint please state: 'For the attention of the complaints team' in the subject line)
- Phone: 0300 311 22 33
- For more information go to <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>

#### Help with making a complaint

Sheffield Advocacy Hub can provide information on the complaints process, and if necessary, support you to make your complaint. Their support is free, confidential and independent of the NHS.

- Email: [info@sheffieldadvocacyhub.org.uk](mailto:info@sheffieldadvocacyhub.org.uk)
- Phone: 0800 035 0396
- Website: <https://sheffieldadvocacyhub.org.uk/>

#### The Parliamentary and Health Service Ombudsman:

If you are not happy with how we deal with your complaint, and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman. The Ombudsman makes final decisions on complaints. Their service is free for everyone.

- Phone: 0345 015 4033
- Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)