**Comments, suggestions, complaints and compliments**

Please remember that our staff are here to help you and we will not tolerate abuse of any kind.

If you have any suggestions about how we could improve the surgery of the services provided we would be very keen to hear from you. This can either be done via reception, in writing, or using our email address.

Additionally, if you have a complaint please let us know. This can also be done verbally or in writing, either by post or email. We will deal with your complaint promptly. If you are making a complaint on the behalf of someone else, we require their permission before proceeding.

**NHS complaints advocacy**

Alternatively, if you require support with your complaint, this can be provided via the Sheffield advocacy hub who can be contacted via their website <https://sheffieldadvocacyhub.org.uk/> or through Voiceability, available via website <https://www.voiceability.org/> phone (0300 303 1660) and email (helpline@voiceability.org).

**NHS England**

If you would prefer or you are dissatisfied with the outcome of the surgery investigation, you can contact NHS England via:

- Telephone: 0300 311 22 33 (9am to 3pm Monday to Friday, except Wednesday which is 9.30am to 3pm)
- Email: england.contactus@nhs.net
- General Post (including complaints, but not legal proceedings): NHS England, PO Box 16738, Redditch, B97 9PT

**Ombudsman**

Finally, you can also contact the Ombudsman regarding your complaint via:

- Website: <https://www.ombudsman.org.uk/>

- Phone: 0345 015 4033

**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 and that they are aware that their confidential medical information may be shared with you. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this. Children can make complaints. If a child is unable to make a complaint themselves or if they would prefer someone else to make the complaint on their behalf, the complaint can be made by a suitable representative.