

HELP WITH MAKING A COMPLAINT

ICAS, the Independent Complaints Advocacy Service, is a free and confidential service that offers support to people who are making a complaint about the NHS.

NHS Complaints Advocacy Sheffield
OMNIA ONE 0-4-7
125 Queen Street
Sheffield
S1 2DU

Telephone: 0300 330 5454
Fax: 0330 088 3762

For support relating to non-NHS dental treatment
Please contact:-

The Dental Complaints Service,
Stephenson House,
2 Cherry Orchard Road,
Croydon
Greater London
CR0 6BA

Telephone: 020 8253 0800

www.dentalcomplaints.org.uk

GHB Complaints practice leaflet August 2015

IF YOU ARE NOT SATISFIED WITH OUR RESPONSE

We hope that we will be able to resolve your concerns and put things right, but if you are not satisfied with our response you have the right to approach the Parliamentary and Health Service Ombudsman as the second and final stage of the NHS complaints procedure.

The Parliamentary and Health Service Ombudsman
11th Floor
Millbank Tower
Millbank
SW1P 4QP

Telephone: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk

www.ombudsman.org.uk

GHB Dental Care
177 Hemper Lane
Sheffield
S8 7FB

Tel. 0114 2377642



COMPLIMENTS, SUGGESTIONS &
COMPLAINTS

The Practice Procedure

HOW DO I LEAVE MY FEEDBACK?

If you wish to leave us a compliment for the way in which we deliver our services, please inform us. Knowing what we do well is just as important as knowing where we need to improve.

If you have concerns, or if you have suggestions about how we can improve our service, please let us know.

At GHB Dental Care, we take patient complaints very seriously. We welcome criticism both verbally or written. Our Practice manager, Andrea Jepson, is our feedback handler. Any member of our team can introduce you to her.

Should there be a problem, please bring it to our attention. If we don't know that a problem exists, we cannot remedy it.

You can inform us of a compliment, suggestion or complaint verbally, in writing, or via e-mail to ghbdental@gmail.com

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way you can make a complaint. It is helpful if you can let us know about your complaint as soon as possible because it is usually easier to establish what went wrong and to sort the problem out if we know about it soon after it happens.

There is a time limit for making complaint. Complaints should normally be made within a maximum of 12 months of realising that you have something to complain about.

WHAT WILL HAPPEN IF I MAKE A COMPLAINT?

You can make a complaint verbally or in writing. If you make your complaint verbally we will make a written record and give you a copy.

When we look into your complaint we aim to:

- Acknowledge your complaint within 3 working days.
- Give you the opportunity to discuss your complaint and what you would like to happen next.
- Agree a timescale for a response to be sent to you.
- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned if you would like this.
- Make sure you receive an apology where this is appropriate.
- Identify what we can do to make sure the problem does not happen 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 and that they are aware that their confidential medical information may be shared with you, and so we will need their consent.

Sometimes people are unable to give their consent due to physical or mental incapacity and in these circumstances a representative can make a complaint for them. We will respond to the complaint unless we think that the representative is not acting in the best interests of the patient.

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.

ALTERNATIVE WAYS TO RAISE YOUR CONCERNS

We hope you will feel able to raise your concerns with us directly. However, if you don't want to contact the practice directly you can raise your concerns by contacting the Sheffield Patient Services Team (previously known as P.A.L.S.). They will try to resolve your concerns or tell you how to make a formal complaint if you wish to do so.

Telephone: 0114 271 2400

Email: PST@sth.nhs.uk

Written complaints can be addressed to:

**NHS England
PO Box 16738
Redditch
B97 9PT**

Telephone: 300 311 22 33

Further information is available at:

<http://www.england.nhs.uk/contact-us/complaint/>

If you have a concern, suggestion or query that is not a complaint, you can send it to:

**Sheffield Patient Services Team
Royal Hallamshire Hospital
Glossop Road
Sheffield
S10 2JF**

It will be a great help if you can be as specific as possible about your complaint.