

## **CONTACT DETAILS**

### **Practice**

Paul Roberts  
Practice Manager  
Killamarsh Medical Practice  
209 Sheffield Road  
Killamarsh  
Sheffield  
S21 1DX  
Tel: 0114 2510000

### **Out of Hours Provider**

Derbyshire Health United  
Scarsdale  
Newbold Road  
Chesterfield  
S41 7PF  
Tel: 111 (free of charge)

**Help and advice is also available from the following:**

### **Patient Advice & Liaison Service (PALS)**

St Mary's Court  
St Mary's Gate  
Chesterfield  
Derbyshire  
S41 7TD  
Tel: 0800 783 7279

### **Independent Complaints Advocacy Service (ICAS)**

1 Beech Avenue  
Sherwood Rise  
Nottingham  
NG7 7LJ  
Tel: 0845 650 0088

# **KILLAMARSH MEDICAL PRACTICE**

**209 Sheffield Road, Killamarsh, Sheffield S21 1DX**

**Telephone: 0114 2510000**

**Appointments: 0114 2510002**

**Fax: 0114 2489380**

## **PATIENT FEEDBACK AND PRAISE LEAFLET**



The Doctors and Staff of this Practice want to offer the best possible service to our patients. To help us to do this, we have a procedure for receiving and dealing with your feedback.

Our feedback procedure is part of the NHS complaints procedures of the 1<sup>st</sup> April 2009.

We can only answer comments about matters regarding Killamarsh Medical Practice.

Any feedback regarding a local Pharmacy or our out of hours service provider, Derbyshire Health United, should be directed to them.

Patients' confidentiality will always be respected. If the person making the feedback is not the patient involved, we must have the written permission of the patient or their parent/guardian to discuss the matter.

If you wish to comment or complain, please do so as soon as possible, as this will help to establish what happened more easily.

If you are not satisfied with our response to your feedback, you can put your complaint in writing to either the surgery or NHS England.

If you are still not happy with the response after your complaint is answered, you can contact The Parliamentary and Health Service Ombudsman to review your complaint. Their details are shown opposite.

You can also obtain advice from the Primary Care Trust Patient Advice and Liaison Service (PALS). Their details are shown at the back of this leaflet.

We hope that the information in this leaflet is helpful, but if you have any questions about this procedure, or would like help in completing the form, please ask a member of our team.

## Feedback Procedure

**FEEDBACK**

If you have any comments regarding the level of service you experienced during a recent visit, good or bad, please ask to speak to a member of the practice team or pick up a Feedback Comments and Praise leaflet from reception

If, after speaking with a member of our practice team or completing our feedback form, you are still not satisfied, you can make a complaint by writing to either of the following, but not both

Paul Roberts  
Practice Business Manager  
Killamarsh Medical Practice  
209 Sheffield Road  
Killamarsh  
Sheffield, S21 1DX  
Tel: 0114 2510000

NHS England  
PO Box 16738  
Redditch  
B97 9PT  
Tel: 0300 311 22 33  
Email: [england.contactus.@nhs.net](mailto:england.contactus@nhs.net)

If you are still not satisfied with the outcome of your complaint, you can contact The Parliamentary and Health Service Ombudsman (PHSO) at the following address:  
The Parliamentary and Health Service Ombudsman  
Millbank Tower, Millbank,  
London, SW1P 4QP  
Tel: 0345 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)