

**PATIENT FEEDBACK AND  
PRAISE LEAFLET  
EASY READ VERSION**

**KILLAMARSH MEDICAL PRACTICE**

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



**0114 2510000**








**[www.killamarshmedicalpractice.co.uk](http://www.killamarshmedicalpractice.co.uk)**

## We want to hear what you have to say

This leaflet explains what to do if you, a family member or your carer, wants to feedback about the service you have received.






Staff at Killamarsh Medical Practice will:

	Listen to your ideas and suggestions
	Pass on your thanks to staff
	Help you to sort out a problem
	Help you with your questions about our service
	Help you talk to doctors, nurses, or other people who might be able to answer your questions

What you tell us will be kept private. We will only tell the people that need to know.





## How do I tell you about my concerns?

Please raise your concerns with a member of staff who will try to put things right for you.

	Anyone can raise a concern. A family member, friend or carer can also complain on your behalf with your consent
	You can come to see us in surgery
	You can call us on 01142 510000
	You can write to us: Killamarsh Medical Practice, 209 Sheffield Road, Killamarsh S21 1DX
	Or you can go directly to: NHS England, PO Box 16738, Redditch, B97 9PT or telephone 0300 311 22 33

If we can't sort things out there and then, please ask to speak to Victoria Webb, our Business Manager, who will deal with your concerns through our complaints procedure.

## Complaints Procedure, what will happen?





	We will write to you or phone you within three working days to acknowledge your concern
	Your concern will be fully investigated. This includes gathering all information, by speaking to staff involved and reviewing your medical record.
	All information gathered will then be reviewed by the Business Manager and Doctors.
	We will then respond to your concerns either by telephone or in writing.

## What to do if you are still unhappy?

We hope to address your concerns through our internal complaints procedure.

If you are still not satisfied with the outcome of your complaint please contact.



	<a href="http://www.ombudsman.org.uk">www.ombudsman.org.uk</a>
	The Parliamentary and Health Ombudsman Millbank Tower Millbank London SW1P 4QP
	0345 0154033 from 8:30am to 5:30pm, Monday to Friday, except bank holidays
	Send a text to the call back service: 07624 813005, with your name and mobile number