

PATIENT FEEDBACK AND PRAISE LEAFLET

KILLAMARSH MEDICAL PRACTICE

209 Sheffield Road, Killamarsh, Sheffield S21 1DX

Telephone: 0114 2510000

Appointments: 0114 2510002

Fax: 0114 2489380



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 1st 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 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

Victoria Webb
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

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

CONTACT DETAILS

Practice

Victoria Webb
Business 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)

NHS Derby & Derbyshire CCG
Cardinal Square
10 Nottingham Road
Derby
DE1 3QT
Tel: 0800 0323235
Email: ddccg.PALS@nhs.net
Text Mobile Facility: 07919466212

Derbyshire Mind Independent Health Complaints Advocacy

Albany House
Kingsway Hospital
Derby
DE22 3LZ
Tel: 01332 623732
Email: advocacy@derbyshiremind.org.uk