

# **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 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 BACK

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](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)

## **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)**

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