

# **STAG MEDICAL CENTRE & ROSE COURT SURGERY**

162 Wickersley Road, ROTHERHAM, S60 4JW  
Stag Medical Tel: 01709 364990  
Rose Court Tel: 01709 541982

## **Making a Complaint**

As an organisation we endeavour to provide the best service possible, however if you are not happy with the care or treatment you have received you have the right to complain. This information explains what to do if you have a complaint or concern about the service you have received in the surgery.

### **How can I complain?**

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 and you wish to make a complaint, please let us know as soon as possible.

We have a duty of care to respect the confidentiality of all patients and should a complaint be made on behalf of another patient, depending on the nature of the complaint it may be necessary to obtain the patients consent.

Complaints can made in writing. Please address any letters of complaint to the Management Team at the address given below.

Stag Medical Centre  
162 Wickersley Road  
Rotherham  
S60 4JW

You can also make a complaint verbally either via the telephone or in person. To do this please speak to a member of the reception team and request either a complaint meeting or telephone call. The request will be passed through to the management team who will contact you within 3 working days to discuss the complaint or arrange a suitable date for a meeting. Your complaint will be handled by a member of the management team depending on the nature of your complaint. This may be the Practice Manager, Clinical Manager or IT and Performance Manager

### **What information will I need to provide?**

It will be helpful if you are as specific as possible about your complaint and tell us:-

- Who or what your complaint is about, making clear the most important points
- If your complaint concerns a member of staff, give their name if you know it
- Where and when the situation you are complaining about happened
- What you have already done about your complaint, if anything
- What results you want from your complaint

DR A QURESHI, DR D A CLITHEROW, DR S BELL,  
DR C D JONES, DR N RASHID & DR J THOMAS  
GENERAL MEDICAL PRACTITIONERS

## **What happens next?**

We will acknowledge your complaint within 3 working days and aim to look into your complaint within 25 working days of the date when you first brought it to our attention. If there is a delay due to our investigation taking longer than anticipated then we will contact you explaining the delay and when we expect this to be complete

When looking into your complaint we aim to:

- Deal with your complaint efficiently
- Find out what happened and what went wrong
- Make an appointment if necessary for you to discuss the problem
- Where appropriate ensure you receive an apology
- Identify what we can do to make sure the problem doesn't happen again
- Inform you of the outcome of any investigation into your complaint

## **Help with making your complaint**

If you would like help with making your complaint and would like to speak to someone outside of the Practice, Healthwatch Rotherham may be able to assist you.

Healthwatch is the independent consumer champion who provides a complaints advocacy service.

Healthwatch Rotherham  
27 Howard Street  
Rotherham  
S65 1JQ

Telephone: 01709 717130  
Email: [info@healthwatchrotherham.org.uk](mailto:info@healthwatchrotherham.org.uk)

If you are unhappy with the outcome of your complaint, you can refer the matter to the Parliamentary and Health Service Ombudsman, who is independent of the NHS and Government at:

The Parliamentary and  
Health Service Ombudsman  
Millbank Tower, Millbank  
London, SW1P 4QP

Tel: 0345 015 4033 or text to 'call back' service: 07624 813 005  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)