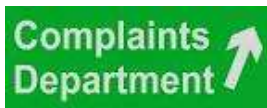


HOW TO CONTACT US



Clifton Medical Centre
Rotherham Health Village
Doncaster Road, Rotherham
S65 1DA



Practice Manager
Barry Wiles/Sandra Poore
☎ 01709 363950



☎ **NHS England**
0300 311 22 33
@ england.contactus@nhs.net



Healthwatch Rotherham
☎ 01709 717130
🏠 33 High Street
Rotherham, S60 1AP
@ www.healthwatchrotherham.org.uk



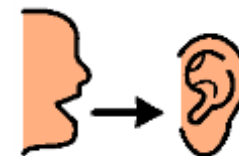
Health Service Ombudsman
☎ 0345 015 4033
🏠 Milbank Tower, Millbank,
London, SW1P 4QP
@ phso.enquires@ombudsman.org.uk

www.cliftonmedicalcentre.co.uk

CLIFTON MEDICAL CENTRE

HOW TO MAKE A COMPLAINT

Listening ...



Acting ...



Improving ...



We want to hear what you have got to say.
This leaflet explains what to do if you,
a family member or your carer,
want to complain about the services
that you have received.

How can I complain?



Anyone can complain. A family member, friend or carer can also complain on your behalf.



Please, raise your concerns with a member of staff first and staff will try to sort things out.



You can speak to the Healthwatch Rotherham. They offer support to patients.



You can also write a letter.

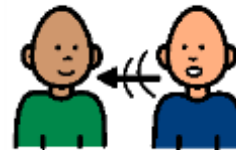


You can also phone us.

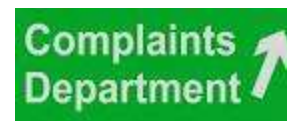
What happens if I complain?



You will not be seen as a troublemaker. We want to put things right for you.



We will discuss the complaint with you and tell you what we will do and when.



If you are unhappy with our answer contact the Practice Manager.



If you remain unhappy you can complain to the Health Service Ombudsman.



Healthwatch Rotherham offer advocacy services.