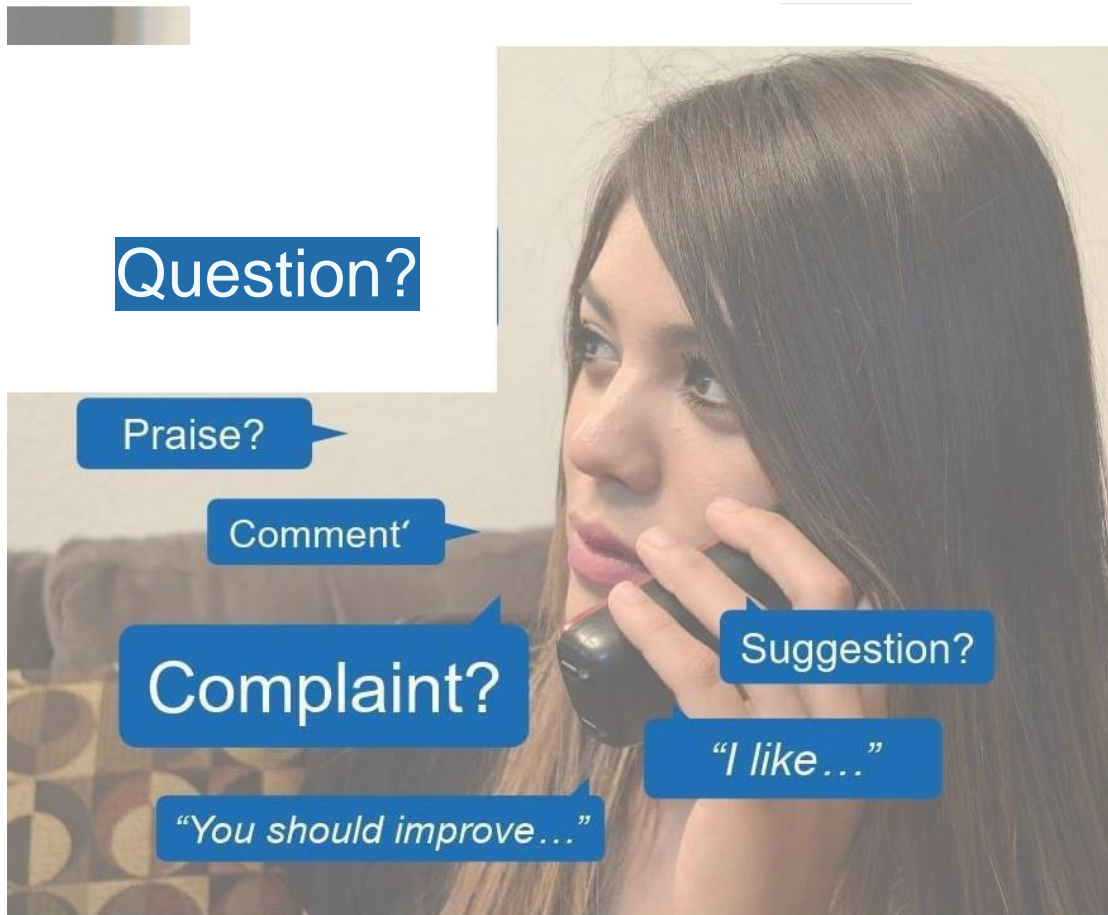


# A patient guide to: Submitting feedback and complaints



Barnsley  
Healthcare  
Federation

*Better Health, Better Care, for a Better Barnsley*



**Your feedback matters**

**Do you have questions about the services we provide?**

**Are you concerned about treatment you have received?**

**As a patient we want you to feel confident in the services we provide.**

At Barnsley Healthcare Federation, we are committed to delivering the highest possible standards of patient care. However, there are times when something can go wrong.

This brochure outlines the way in which Barnsley Healthcare Federation handles patient feedback and how you can submit a complaint, should you feel dissatisfied with the care we have provided.

All patient feedback is treated very seriously. We use it to assess the effectiveness of the services we provide as well as using it make improvements to the way in which our staff are trained, and how we operate.

We are committed to fully resolving all complaints or concerns you as a patient may have, no matter how great or small.

All information provided will be treated confidentially and complaints are always handled in accordance with NHS guidelines.

**How to contact us:**

Patient feedback can be provided in a number of different ways:

**In surgery:** Please speak to a member of staff who will be happy to assist you.

**Email:** Patient feedback can be provided via email to: [bhf.patientfeedback@nhs.net](mailto:bhf.patientfeedback@nhs.net)

**Post:** Please address all patient feedback for the attention of:

*Patient Liaison Officer  
Barnsley Healthcare Federation  
Oaks Park Primary Care Centre  
Thornton Road  
Barnsley  
S703NE*

**Telephone:** 01226 729896

**Online**

Patient Feedback forms can also be accessed via our practice websites under patient feedback.

After downloading your form, please complete and send to our Patient Liaison Team via email. Alternatively, please print and post, or drop your completed form into your nearest surgery.

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### Who is responsible for responding to patient complaints?



Patient complaints are handled by Barnsley Healthcare Federation's dedicated Patient Liaison Team. The team is overseen by our Head of Nursing, Andrea Parkin.

### What will happen?

We aim to resolve most problems easily and quickly, often at the time they arise and with the person concerned.

However, if you wish to make a formal complaint, please do **as soon as possible** - ideally within a few days of the event taking place. This will help us to establish what happened more easily.

In some cases this may not be possible. All complaints should be submitted within twelve months of the incident taking place, or within twelve months of discovering the problem.

Our Patient Liaison team will ensure your concerns are investigated promptly in accordance with our formal complaints procedures.

### What information should I include?

Please be as specific as you can. Include as many details about the case as possible. You should include the names of staff who were involved as this will enable us to investigate the matters you have raised.

### Are you contacting us on behalf of someone else?

If you intend to raise a matter on behalf of another patient, it is vital for consent to be obtained.

As a responsible NHS healthcare provider we adhere to strict rules regarding patient confidentiality.

An authority signed by the person concerned will be needed. A Third Party Consent Form is available from our surgery reception areas.

The form can also be accessed via our practice websites via Patient Feedback.

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### What will happen next?

We will acknowledge your complaint within three working days . We aim to fully investigate within 20 working days of the date it was received by the Patient Liaison Team.

During this time, we will investigate what happened and a senior member of staff may contact you to discuss the points you have raised in order to achieve a satisfactory resolution.

If we expect our investigations to take longer, we will write to you to explain the reason for the delay and continue to keep you updated.

Once our investigations have concluded you will receive a final letter setting out our findings and the steps we have taken to resolve the matter.

### Patient complaints policy

A copy of our patient complaints policy can be obtained from our surgeries.

Copies can also be downloaded from our practice websites.

### Can I take any further action?

If you are unhappy with the outcome of our investigation you can direct your concerns to NHS England who will undertake an independent review into your complaint.

NHS England can be contacted in the following ways:

**Email:** [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

**Telephone** 0300 311 22 33

**Post:** NHS England  
PO BOX 16738  
Redditch  
8979P

### Parliamentary and Health Service Ombudsman

Should your complaint remain unresolved, you also have the right to approach the Parliamentary and Health Service Ombudsman whose contact details are:

**Telephone** 0345 0154033

**Website** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Post:** The Parliamentary and Health Service Ombudsman  
Millbank Tower  
30 Millbank  
London  
SW1P 4QP

