

## Sorting out problems with your care at the doctor's



There are different things you can do if you are not happy with your care at the doctor's.

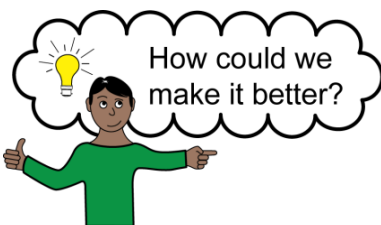


Speak up as soon as you can.

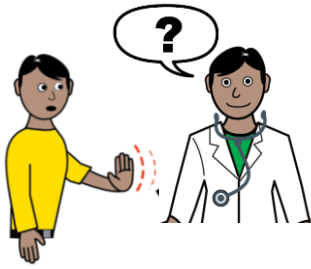


Tell the person treating you:

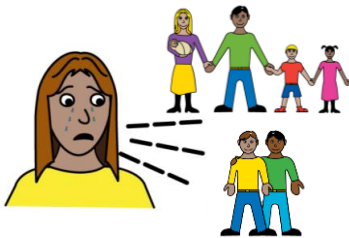
- why you are unhappy



- how they could make it better.



You may not feel comfortable to say anything at the time, and that's ok.



You can talk to a friend, a family member, or someone else who supports you later.

**Raise your concern informally at the doctor's**



You can raise your concern informally by speaking to the Practice Manager at the doctors.



**Informally** means to tell people about your problem in a less official way.



You can raise your concern informally by:

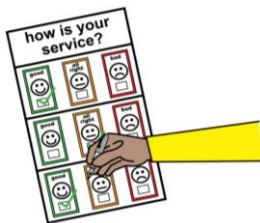


- speaking to the Practice Manager about your problem

Or



- writing a letter or email to your Practice Manager to tell them about your problem



The Practice Manager is there to help patients sort out their problems at the doctor's.



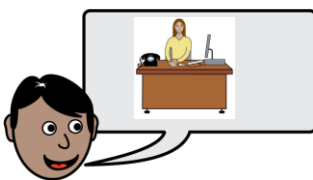
If your concern is about the Practice Manager, you can speak to the trustees or directors.



You can find out who the Practice Manager/Trustees /Directors are on your doctor's website.



You could also ask at your doctor's reception.



Tell the person you are raising your concern with as much as you can, like:



- what happened?



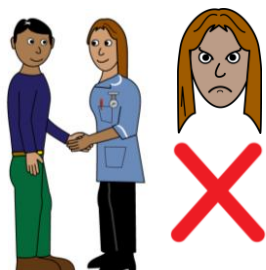
- when it happened?
- where it happened?
- who was involved?
- what you want the doctor's to do to make things better?

## Make a formal complaint

A formal complaint means to raise your problem in an official way.



You can raise a formal complaint if:



- you are unhappy with how your concern has been dealt with informally

Or



- you think your problem should be dealt with formally.



Formal complaints must be written by letter or email.

You can make a formal complaint either to:



- your doctor's

Or

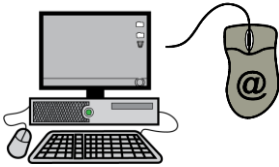


- The South Yorkshire Integrated Care Board. This is called **SYICB** for short.



The **SYICB** is in charge of NHS doctors in South Yorkshire and has its own complaints team.

You can contact the SYICB  
by:

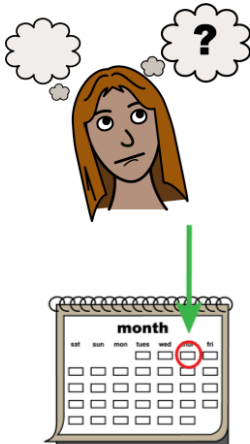


- phone on 0300 021 3300
- email at [Syicb-  
sheffield.icbcomplaints@nhs.  
net](mailto:Syicb-sheffield.icbcomplaints@nhs.net)



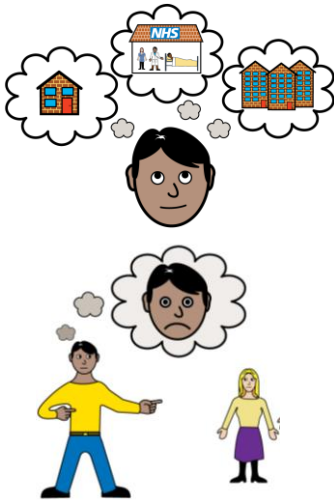
**IMPORTANT:** You can only  
complain to the doctor's **OR**  
the SYICB, not both.

You will need to tell them:

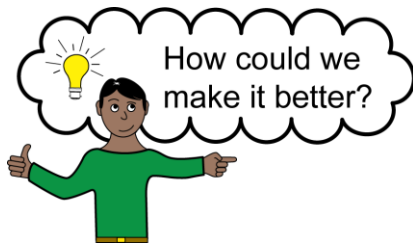


- what happened?
- when it happened?





- where it happened?
- who you want to complain about?



It will help if you can say what the doctor's could do to make things better.

## If you need help to make a complaint



If you need help making a complaint, you can ask an Advocacy service to help you.



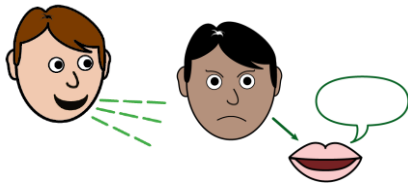
The Advocacy service in Rotherham is called Sheffield Advocacy Hub.



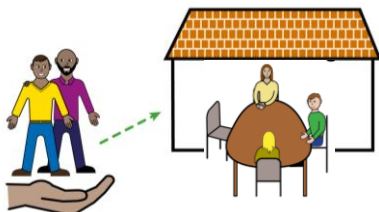
They can help you by:



- explaining how to make a complaint



- telling you who you should make your complaint to



- coming with you to any meetings about your complaint



- explaining anything you don't understand

You can contact Sheffield Advocacy Hub by:



- phone on 0800 035 0396



- email

[info@sheffieldadvocacyhub.org.uk](mailto:info@sheffieldadvocacyhub.org.uk)

**Tell the Parliamentary and Health Service Ombudsman**



If your complaint hasn't been sorted, you can go to the Parliamentary and Health Service Ombudsman.



The Parliamentary and Health Service Ombudsman deals with complaints which haven't been sorted by the NHS.

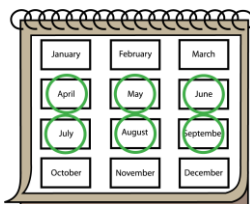


They can only help if:



- you have already complained to the doctor's or SYICB and you aren't happy with their answer

Or



- your complaint has not been sorted out after 6 months

You can contact the  
Parliamentary and Health  
Service Ombudsman by:



- phone on 0345 015 4033



- email at  
[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)



You can also go to their  
website for more information  
at:

<https://www.ombudsman.org.uk/making-complaint>

