

PCMH Complaints Leaflet

Compliments, concerns and complaints

At Primary and Community Mental Health, we want to provide you with the best service. We need your help to do this.

You will be given a feedback form to collect your opinions after your treatment, but you can also contact us at any time with complaints, concerns and compliments.

What is a compliment?

A compliment is positive feedback that you would like to have formally recorded. It may be about the service as a whole or to recognise one of our staff members.

What is a concern?

A concern is when you are worried about something that is currently happening. It may be a mistake that we can quickly put right to improve your experience.

What is a complaint?

A complaint is when you tell us something has gone wrong in your care which has negatively affected you. The situation needs to be investigated to see what action we can take.

All compliments, concerns and complaints are recorded in a confidential log so we can check for patterns and show our regulator how we responded. Only very senior staff can see this. No record will be made on your notes.

More about compliments and concerns:



Sheffield Primary and
Community Mental Health
Service

What happens when we receive your compliment?

We will let you know we have received your compliment within 3 working days. We will pass on your compliment to the team/staff member so that they can be celebrated. We also congratulate them in our staff newsletter. We will not mention your name unless you specifically ask us to do so.

What information do you need for a compliment?

It would be helpful to let us know:

- Your GP surgery - so we can identify your local team
- Any staff member you'd like to compliment
- What made this a positive experience
- How treatment has impacted your life.

What happens when we receive your concern?

Your concern will be received by our Quality Support Manager who will do their best to fix the situation. They may be able to reschedule an appointment, leave a message for your mental health professional, or correct non-clinical information on your records.

If they are unable to help, they will pass your concern on to the Quality Lead, who can take the matter further. If we need more information, we will get in touch.

We will let you know we have received your concern within 3 working days.

What information do you need for a concern?

To help us deal with your concern quickly and easily it would be helpful to know:

- Your full name and date of birth
- What your concern is
- What outcome you would like
- How you would like to be contacted.

More about complaints:

We are sorry if we got things wrong in your treatment. We are keen to hear how we can improve. We know that it can take courage to make a complaint and we thank you for sharing your experience.

What happens when we receive your complaint?

The Quality Support Manager will immediately send complaints to our Quality Lead.

1. The Quality Lead will let you know we have received your complaint within 3 working days.
2. The Quality Lead will appoint a senior member of staff with experience in the area your complaint refers to as the investigator.
3. The investigator has 25 days to speak to people involved in your care, review your records, and ask you for further detail.
4. The investigator provides the Quality Lead with a report recommending what action will be taken to prevent problems happening again. This might be staff training, fixing a process, or something else.
5. The Quality Lead will let you know the outcome within 30 days of receiving your complaint and will record the complaint in our log.

What information do you need for a complaint?

It would be helpful to let us know:

- Your full name and date of birth
- The dates and nature of the problem
- How this has affected you
- What you would like us to do in response to your complaint.

We will contact you in the same format you contacted us, unless you request otherwise.

If you need support to make your complaint, please visit sheffieldadvocacyhub.org.uk/ to access the advocacy service.

You can find more information and our complaints policy on our website at www.gpmentalhealthsheffield.nhs.uk/contact-us or call the number below.

Phone: 0114 226 4526

Post: Complaints and Compliments, Primary Care Mental Health, 28 Kenwood Park Road, Sheffield, S7 1NF.

**Thank you for taking the time to help us
improve our service for everyone!**

