

## How do I feedback or make a complaint about an NHS service?

Most NHS care and treatment goes well but sometimes things can go wrong. If you are unhappy with your care or the service you have received, it is important to let us know so we can improve. There are two ways to tell the NHS what you think:

### Giving feedback

Feedback helps us improve the quality of your care.

You can give good or bad feedback by telling the NHS organisation or service about it. For example, you can do this through the Friends and Family Test or you can speak to a member of staff. Other ways to give feedback should be clearly displayed at the service you visit.

If you are unhappy with an NHS service, it is worthwhile discussing your concerns early on with the service, as they may be able to sort the issue out quickly. Most problems can be dealt with at this stage but, in some cases, you may feel more comfortable speaking to someone not directly involved in your care.

### How to complain

When making a complaint, you can choose to complain to either of the following:

#### The healthcare provider

This is the organisation where you received the NHS service, for example your hospital, GP surgery or dental surgery.

Please speak to any member of staff if you have concerns about this Practice.

#### The commissioner

This is the organisation that pays for the service or care you received. This will vary depending on the NHS service you are complaining about. If your complaint is about primary care services such as GPs, dentists, opticians or pharmacy services, [contact NHS England](#).

- By telephone: 03003 11 22 33
- By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)
- By post: NHS England, PO Box 16738, Redditch, B97 9PT

If your complaint is about services such as hospital care, mental health services, out of hours services and community services such as district nursing, contact your local [clinical commissioning group](#) (CCG).

- Complaints and compliments are dealt with via the Patient Advice and Liaison Service (PALS). Please contact them via any of the methods
- Freephone: 0800 030 4563 - There is also a 24 hour answer phone service.

- Email: [MLCSU.PatientServices@nhs.net](mailto:MLCSU.PatientServices@nhs.net)
- Freepost Address

Freepost Plus, RTAA-XTHA-LGGC, Patient Services,  
Midlands and Lancashire Commissioning Support Unit,  
Springfields Health & Wellbeing Centre, 19 Lovatt Court,  
Rugeley, WS15 2FH

Please note: if you have already complained to your healthcare provider, the commissioner will not be able to re-investigate the same concerns.

## **Making your complaint**

You can complain in writing, by email or by speaking to someone in the organisation. You should make your complaint within 12 months of the incident or within 12 months of the matter coming to your attention.

## **Further Information**

For further information please ask a member of staff or visit our website ([www.wxhc.org.uk](http://www.wxhc.org.uk)).