

Health Complaints Advocacy



Who do I complain to?

If you want to complain about a **hospital** or other services provided by an **NHS Trust** contact the Complaints Manager or the Chief Executive of the NHS Trust.

If you are not clear where to send your complaint, ask Patient Advice and Liaison Service (**PALS**) or the Complaints Department at the hospital. Alternatively, most NHS Trusts have details of how to contact them about complaints on their website.

If you want to complain about **the ambulance service** contact their Patient Experience Department at:

Units 1&2 Datapoint Business Centre
6 South Crescent
London
E16 4TL

Tel: 020 3069 0240

Fax: 020 3069 0239

Email: ped@londonambulance.nhs.uk

Patient Transport

NHS Patient Transport services may be contracted out to private companies but they should still have a process for dealing with complaints. If you are unsure who the transport company are or who to complain to, the hospital PALS service or Complaints Department should be able to advise you.

For complaints about primary care and independent providers such as your **GP, dentist, optician, pharmacist, health centre** or any other independent NHS contractor, the procedures for making complaints to the NHS changed on 1 April 2013. You now have two options:

- a) You can complain directly to the NHS organisation by contacting the person in charge of complaints. In most GP and dental practices, this will be the Practice Manager
OR
- b) Complaints about primary care services (including GP, dental, pharmacy and optical) may be referred directly to the National Commissioning Board on 0300 311 22 33 or email: www.england.contactus@nhs.net

By post: NHS England
PO Box 16738
Redditch
B97 9PT

Note: If you choose to make a complaint directly to the organisation (option a), and you are not satisfied with their response after local resolution you cannot then raise the same issue with the local clinical commissioning group. If you are still not satisfied, then you then can then apply to the Parliamentary and Health Service Ombudsman (PHSO). They will review as to if they investigate or not. <https://www.ombudsman.org.uk/>

Complaints about other services

Some services are commissioned (purchased) by local **Clinical Commissioning Groups (CCG)**, for example:

- Rehabilitation care
- Community health services
- Mental health and learning disability services

Complaints about local CCG's or a commissioning decision should be referred to the CCG's complaints teams. The contact details for the CCG's in the areas we do Health Complaints Advocacy are below.

If your complaint concerns more than one NHS organisation you only need to send a letter to one of the organisations. They will liaise with the other organisation(s) involved and provide a co-ordinated response.



Bexley

Email: bexccg.contactus@nhs.net

Tel: 0800 328 9712 (Freephone)

Croydon

If you have a complaint concerning other health services in **Croydon** (not hospitals, GPs, dentists, pharmacists or opticians), then please contact the NEL CSU complaints team (details below).

The NEL Commissioning Support Unit complaints team is responsible for managing the complaints process on behalf of NHS Croydon CCG.

The team can also give you general advice about the complaints procedure.

Tel: 0800 4561517

Email: NELCSU.SEcomplaints@nhs.net

Write to: NEL Complaints Team
1 Lower Marsh, London SE1 7NT

Sutton

Tel: 020 3668 1200

Website: www.suttonccg.nhs.uk

Write to: NHS Sutton Clinical Commissioning Group
Priory Crescent
Cheam
Sutton
SM3 8LR