

Do you need independent help making an NHS complaint?

If you are unhappy about any aspect of NHS care or treatment you or others have received, you can raise your concerns about it. This sheet will give you all the information to get you started. Should you require any assistance with this, please see the accompanying sheet, **“Advocacy Support”** which details the support available.

Before you start this process, you may wish to:

- Think about what you are unhappy about
- Think about whether you have a complaint or an enquiry
- Check that your complaint is within the time limits
- Think about why you are making a complaint and what you would like to happen as a result of your complaint
- Check that your complaint can be pursued through the NHS complaints process

What Healthwatch Independent Complaints Advocacy cannot support you with:

- Compensation for clinical negligence
- Disciplinary action against an NHS staff member
- Complaints about privately funded treatment
- Complaints about organisations which are not NHS funded

For more information about the above please see the sheet **“Options outside the NHS complaints process”**.

Raising Concerns

If your concern is regarding something that can be resolved quickly, i.e. by the following day, you may wish to speak directly to the member of staff involved, their manager or with **PALS**. For more information about this, please see the sheet on **“Enquiry or Complaint”**.

Time Limits

The NHS Complaints Regulations state a complaint must be made within 12 months of the incident happening or within 12 months of you realising you have something to complain about. A complaint may be accepted outside of this if the body you are complaining to is satisfied that you had good reason for not making the complaint sooner and they feel it is still possible to investigate the complaint effectively and fairly.

Once you have considered the above, you may wish to make a note of your complaint and what you want to achieve as simply and clearly as you can. This will help you to keep focused during the complaints process, and will be something you can refer back to later to help you decide if the actions taken have answered your complaint.

Reasonable adjustments can be made to support you with this self help pack, should the need arise



Enquiry or Complaint?

Making a complaint can be complicated, from the process followed to the language people use. It can also be a lengthy process and so it is important to decide what you want to complain about, and what you are hoping to achieve before getting started.

The NHS take all comments made about their services seriously, whether these are good or bad. However, you might feel like you just need some information or have a simple question which needs answering. In most NHS organisations there will be a **Patient Relations Team (PRT)** or a **Patient Advice Liaison Service (PALS)** who may be able to help with enquiries. Their role is to ensure that the NHS listens to patients, relatives, carers and friends, and answers their questions and resolves their concerns as quickly as possible.

There is no distinction between a formal or informal complaint within the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, and all issues raised as such should be investigated and responded to in writing.

So, what do you do if you're unhappy but don't want to make a complaint?

Speak to PRT or PALS

I need an appointment rearranging

Speak to PRT or PALS

The problem needs sorting NOW!

Speak to PRT or PALS

I want a copy of my medical records

Make a subject access request

The issue can not be resolved by PRT or PALS

Make a complaint

I don't want this to happen to anyone else

Make a complaint

Systems in the hospital need changing

Make a complaint

You may like to speak to someone independent of the NHS. You can speak to Healthwatch anonymously and ask for some advice or support as an alternative to the complaints process.

 0151 230 8957

 info@healthwatchwirral.co.uk

 www.healthwatchwirral.co.uk

 @healthwatchwirr

Making an NHS complaint

There are two stages to the **NHS** complaints process, these stages are detailed below.

STAGE ONE - Local Resolution

Local resolution is the first stage of the NHS complaints process. Local resolution gives you the opportunity to explain what it is you are unhappy about, what you would like to happen and it gives the NHS organisation the opportunity to investigate your concerns. Where appropriate, they may use your experience to improve local services.

How to make a complaint

You can complain **verbally**, either in person or over the telephone. The NHS Complaints regulations state that if a complaint is made verbally the NHS organisation must make a written record of the complaint and provide you with a copy of this.

Or, you can complain in **writing**, by letter or by email. This should be addressed to the person in charge, perhaps the Chief Executive Officer, Senior Partner or Practice Manager. For information on how to write your complaint, please see the "**Writing a complaint letter**" document, included in this pack.

What happens next?

Acknowledgement

The NHS body should contact you, either by phone or in writing, to acknowledge your complaint within three working days of them receiving it. When they do so they should let you know who will be investigating it, how long this should take and how they will be replying to you.

Investigation

The NHS organisation should now carry out an investigation into your concerns. At this stage they may speak with the staff members involved and look into your medical records.

Response

Once the investigation is complete, the NHS body should send you a written response which includes:

- An explanation of how your complaint has been handled
- What conclusions have been reached
- Any appropriate action that has been taken
- Information about Stage 2 of the complaints procedure

During this first stage of the complaints procedure you may be offered (you can request) a meeting to discuss your concerns in person. For more information, please see the sheet "**Guidance on local resolution meetings**". In addition, if you do not feel all your concerns have been addressed you can go back to the NHS body and request either further written responses or further meetings. Each complaint should be looked at individually and responded to in a way the Trust feels meets your needs and resolves your concerns.

Local resolution ends when either you are happy with the response you have received or the Trust feel there is nothing further they can do. At the end of local resolution, if you are unhappy with the outcome of your complaint or the way in which your complaint has been handled, you can make a submission to the **Parliamentary and Health Service Ombudsman**.

STAGE TWO - Parliamentary and Health Service Ombudsman (PHSO)

You have the right to take your complaint to the Ombudsman if you are not happy with the way your complaint has been dealt with. The Ombudsman is independent of the NHS and their primary function is to review the way your complaint has been handled. This is the second and final stage.

If you want to make a submission to their offices, you will need to complete their form 'making a complaint'. You need to send this to them, with copies of all letters about your complaint. For more about the Ombudsman and how to make a complaint to them, please see "**Ombudsman Information**".

Writing a complaint letter

If you have decided to make your complaint in writing, this guide may help you put this together and plan the details you want to include.

Who can complain:

The NHS Complaints Regulations state that anyone can complain, either about the treatment they have received personally, but also about the care provided to a friend or family member. This is detailed as:

“a person who is affected, or is likely to be affected, by the action, omission or decision of the responsible body which is the subject of the complaint.”

Most organisations will seek consent from you to investigate the concerns raised, but also to consult the medical records, as these are confidential. This is usually a form sent out through the post for you to sign.

Be aware: An NHS body can request consent from the patient to investigate and release details to the complainant. This is because some of the information may be very personal and so is covered under the **Data Protection Act**. If it is not possible to provide this, the organisation may not be able to provide a complete response. However they should still be able to investigate issues, and provide a letter which answers things generally, and does not provide any private or specific details about the patient. If you already have this consent, or the patient has died, it might be a good idea to include this in your original letter. For more information see <https://ico.org.uk/>

Who to complain to:

Complaints in writing should be ideally addressed to the person in charge of the organisation. This might be the Chief Executive Officer if it is a large Hospital or Mental Health Trust, or could be Senior Partner or Practice Manager if you are unhappy with the care provided by a GP, Dentist, Optician or Pharmacist. You can also complain to a Ward Manager, Matron, or to the Complaints Department if you would prefer.

If you are not sure who to complain to, information can usually be found by telephoning the organisation or on the Trust website. You could also discuss this with an advocate who can explain your options clearly.



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Writing a complaint letter (Page 2)

Writing and sending the complaint letter

You might have already thought about the issues you want to include in your letter. The letter should clearly outline your complaint and should ask for it to be investigated under the NHS Complaints Procedure.

Below are some tips for putting your letter together

- Make it clear who the complaint is about - use the full name of the patient, and make sure you insert their date of birth, so they can be easily identified
- Try to keep your letter concise and to the point - sometimes issues can get lost in a long account which describes what happened in great detail
- If your complaint spans many months or needs a lot of detail, perhaps use a timeline, or diary of events to structure your letter, and list your questions and issues separately
- Be factual and avoid aggressive language or comments which could be classed as offensive
- Try to avoid repeating yourself - make your point and then move on to the next issue
- You could group issues together by theme to organise your letter - e.g. Medication, Cleanliness, Attitude, Discharge
- Ask definite questions and for the organisations to investigate specific issues or episodes
- Do not be afraid to say what has upset you and explain what you would like to achieve as a result of your complaint

You can then use this as an opportunity to make suggestions for how they can improve services, request to make changes to organisational policies and processes as well as explanations or seeking an apology.

You could also include a contact telephone number in the letter, so the NHS body can easily contact you if there is something that requires explanation or they wish to discuss your letter at all. It might be an idea to detail in the letter if you would like to have a meeting to discuss your complaint before receiving a written response.

Before you send your letter

- Read it again to make sure that everything you want to say is included
- Make sure you sign it at the end of the letter, otherwise this may cause a delay in the organisation starting their investigation
- Keep a copy for you to refer to later - this will be useful for you to compare your response to
- It might also help to keep a copy of all letters sent and received, in date order
- You could use the log included in this guide to help with this
- You may wish to send your letter by recorded delivery, so you can be sure that this has been received

Complaints about more than one NHS body

If your complaint is regarding more than one NHS organisation, you can either send separate complaints to the different organisations, or if you wish you can send all your concerns in one letter.

If you decide to send one letter - Send your letter to one NHS organisation and ask them to co-operate to provide a co-ordinated response with the others involved. They should then communicate with the other bodies concerned with your complaint, investigate and provide a combined response.

It is also a good idea to state that you give permission or consent for your complaint to be shared with the other organisations and health professionals.

If you prefer, you can send a copy of your letter to each NHS organisation involved asking them to speak to each other and provide a response together. If you are unsure if this option is for you, then speak to an **advocate** who will be able to provide you with more information so you can make your decision.

What to expect from a Local Resolution Meeting

A **Local Resolution Meeting (LRM)** is often offered as part of the complaint process, to provide an opportunity to answer any questions or provide further discussions or explanations face-to-face. Some clients can find these a daunting prospect, so the points below are intended to provide you with a short guide for what to expect from your meeting, which can be discussed further with your Advocate.

What can a Healthwatch Advocate do?

- Provide support
- Check that you understand the answers given and all your points are covered
- Ask for simpler information if necessary
- Discuss their role in the meeting and agree what you want them to do
- Act only on your instruction
- They can speak on your behalf should you want them to

Meetings can be distressing, so should you get upset or frustrated, the advocate will ask for a break.

Should I prepare an agenda?

Most complaints teams will ask for an agenda or a list of points which you would like to discuss. This can seem like an enormous task, especially if your complaint is very complicated, or involves multiple clinicians or departments.

However, there are some benefits to drafting an agenda:

- The **complaints team** can make sure the right people attend the meeting
- Detailed answers or explanations can be given, and medical records referred to as there has been time to prepare
- An agenda can be used to keep the meeting focused

Your Advocate can help you to draft an agenda for any meetings which might be arranged

- You may find it helpful to meet with the Advocate in the weeks before this to go through your file and the letters you have sent and received
- You can use this time to look at the answers or explanations you already have, and identify the issues that you remain unhappy with
- If you feel unable to produce a list of specific points or questions, you could simply list any topics or themes you wish to discuss, as well as any specific incidents, or episodes of care
- This would also be helpful to the NHS service provider, so they have some idea of your outstanding issues

Please consider that without an agenda or some idea of the issues you wish to discuss, any detailed questions or points may not be answered in the time available. Quite some time may have passed since the care or treatment was provided, and as memories fade **clinicians** may need to consult medical records.

What to expect from the NHS body

In most **Local Resolution Meetings**, a member of the **complaints department** will attend. Their role will differ depending on the NHS body's process, and you or your advocate should check what they will be doing when the meeting starts. They may:

- Take a summary of the complaint - simply provide brief details of what was discussed and any action points agreed
- The meeting may be recorded - in this instance you will be provided with a copy
- Someone from the NHS body should chair the meeting and ensure that it runs smoothly

Points to remember

An advocate will **not** take any notes or minutes; their role is simply to act as a support for you, so you should:

- Give the individuals time to answer
 - Try not to recap the information you sent to the Trust in your initial complaint letter
 - Elect a spokesperson in your family who will raise your issues
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Advocacy Support

What Healthwatch Independent Complaints Advocates (HWICAs) can do to support you

- 1. Discuss your issues/concerns/complaint in detail** – Advocates do not say if your complaint is valid or not. Advocates make all of our clients aware of the limitations of the complaints procedure and work hard to manage your expectations. They will regularly remind you of what can be achieved through this process.
 - 2. Discuss outcomes you can achieve through the NHS complaints route** – Apology, service improvement, explanation and in some cases redress.
 - 3. Discuss what advocacy support you require** – HWICAs will provide support tailored to your specific needs/requirements.
 - 4. Provide you with information on other routes** – Advocates can provide information and outline the various options open to you, including the various professional regulators and bodies such as the Information Commissioners Office. HWICAs can provide information on a variety of other routes that you can take (**GMC, NMC, GDC**) Advocates can assist you in completing any forms related to these bodies, however they can not provide any further support.
 - 5. Draft a complaint letter for/with you** – HWICAs can draft a complaint letter from information given by you, however we encourage you to work with your advocate to draft the complaint letter. We understand that people have different needs and requirements, your advocate will discuss your capabilities with you.
 - 6. Provide information on how to access medical records/notes** – HWICAs will not request any medical records on your behalf, however we will provide information on how this is done. We will help complete any forms related to this.
 - 7. Involve an interpreter and/or translator** – We often work with clients for whom English is not their first language – advocates can, if required, request the assistance of an interpreter to discuss your complaint, and if required we can have your letter translated in your preferred language.
 - 8. Provide materials in other formats (at request only)** – We can provide all our literature in any language required. We can also obtain all our literature in Braille.
 - 9. Provide options, but do not offer their own opinions on a complaint** – HWICA only assist with complaints about the NHS. The advocates regularly draft correspondence and attend local resolution meetings, supporting people in each different scenario. They also prepare you for local resolution meetings, meeting with you beforehand to go through the responses you have already received, discussing what you remain unhappy with. An advocate can highlight where apologies or explanations have been provided in writing, however, if you remain dissatisfied or require further information, an advocate will not prevent you from asking a question again.
 - 10. Attend meetings with clients**

Action plan meeting – These meetings are arranged by the service provided, they give you an opportunity to discuss your issues/concerns/complaint with a member of staff in the complaints department. Between yourself and the NHS service provider you can agree a course of action which is suitable for you, plus time limits can be discussed and agreed.
 - 11. Local Resolution Meeting**

HWICAs act only on instruction, so there is normally a discussion prior to the meeting to clarify the role that you would like them to play. Some people can feel intimidated by meeting with a group of professionals, and so would like the advocate to speak on their behalf. An advocate can do this, but will only discuss issues which have been agreed before the meeting, they will not raise any other points or ask questions of their own. **Advocates do not take notes or minutes in meetings** – The Advocate's primary role in a meeting is to provide support for you. They will **not** take minutes or record the meeting in any way, but they may mark or tick off the points which have been covered. This is a prompt for them to ensure that your issues are covered, and the meeting is as productive as possible. If you become upset or emotional during a meeting, the advocate may stop the meeting and ask
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Advocacy Support (Page 2)

for a short break. Similarly, should a client become visibly frustrated, aggressive or verbally abusive, the advocate will stop the meeting. A short break may be requested, or it may be suggested that the meeting is ended and reconvened at a later date. In these situations an advocate will take all of their prompts from you. Advocates also make you aware of the time frames for making a complaint, but would support you if your concerns are outside this, as long as your concerns fall within our remit.

What HWICAs CANNOT do:

- Investigate complaints
 - Give medical or legal advice
 - Assist with any claims for clinical negligence
 - Assist with complaints about private medical care
 - Be involved in disciplinary action against a member of NHS staff
 - Remove a practitioner from their professional register
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PRIVATE AND CONFIDENTIAL

The person in charge/Chief Executive Officer (name if known)

Followed by the name and address of their organisation

GP Surgery Dental Surgery Hospital Trust Clinical Commissioning Group

Date

Dear...

RE: NHS Complaint - Complainant name, Date of Birth

I am writing to complain about the treatment I received at [place where treatment was received] on [date of incident/period of treatment]. *If you are writing on behalf of the patient, add this in here and explain the relationship between you and why they cannot complain themselves.*

Describe

What happened When Where

If you have kept a diary, a log sheet or list of events, you can use this to make the body of your letter or you can attach this as a separate sheet and refer to this here. Explain what, if anything, you have already done to try to resolve matters.

I would like the following points addressed in the response to this complaint

- Put the most important matters first
- Explain why you are not satisfied
- Be clear and brief
- Number or bullet your points
- Ask the questions you would like the answers to and list them in order of importance

As a result of this complaint I would now like

Say what you want to happen, for example:

- an explanation of what happened
- a change in a process or policy
- an action to remedy the problem you experienced
- an apology

I look forward to receiving your acknowledgement of this letter. I would like you to carry out a full investigation into my concerns and provide a response in accordance with the NHS Complaints Procedure. Please do not hesitate to contact me if you need further information.

Yours sincerely *(if you have named the Complaints Lead)*

Or, Yours faithfully *(if you have started the letter 'Dear Sir')*

Your signature

Print your name

If you are sending copies of your letter to other parties, show this here.

cc. Other party

1 The Avenue,
Anytown,
AT1 2AB
Tel: 01234 5678910

Jane Smith
The Complaints Manager
The Old Surgery
2 The Street
Anytown
AT1 2CD

Date

Dear Jane

RE: NHS Complaint - Mrs X XXXXX DOB XX.XX.XXXX

I am writing to complain about the way I have been treated by Dr Jones at the Old Surgery. I was seen by Dr Jones three times, on 26th April, 31st May and 13th December 20xx. He did not examine me or do any tests. I feel that he did not take my symptoms seriously and said my problem was due to stress and that I should take things easy. I was feeling so unwell and found his attitude upsetting as he did not seem to take me seriously. I was worried so I made an appointment to see another doctor in the practice. I do not know his name but it will be in my notes. This doctor examined me on 8th January 20xx and arranged for tests. These showed that I was diabetic. I was prescribed medication and a special diet and I am now feeling much better. During the period from April 20xx to January 20xx, however, I suffered with several infections, sleepless nights and I was very distressed. I have tried to raise my concerns with Dr Jones but he would not listen.

I would now like the following points addressed in response to this complaint:

1. Is my medical condition poorer as a result of my diabetes not being detected and diagnosed by Dr Jones on previous appointments?
2. Why did Dr Jones not order any tests?

Along with answers to my questions, I would now like:

- Dr Jones' attitude to patients to be reviewed
- Dr Jones to explain why he did not listen to me or examine me
- An apology from him for the unnecessary stress and poor health I suffered because of his inadequate care
- To know what arrangements the practice has for reviewing the listening skills of the doctors

I have had very good care from the practice in the past, in particular from Dr A until he retired. I was then moved to Dr Jones. I would like to regain confidence in the care provided by the practice. I would like you to carry out a full investigation into my concerns in accordance with the NHS Complaints Regulations.

Yours sincerely

Mrs X XXXXX

Other Useful Agencies

Whilst making your complaint, you might find that you want to pursue other avenues or outcomes which lie outside the NHS Complaints process, such as disciplinary action. This short guide will act as an index of the agencies to approach and give you a brief outline of their role. Contacting these organisations or making a submission to them lies outside the remit of an advocate, for more information on this see the sheet “[Advocacy Support](#)”. The contact details for all the organisations below can be found in the leaflet “[Useful contacts and addresses](#)”.

The General Medical Council - GMC

The primary role of the GMC is to protect, promote and maintain the health and safety of the public and ensuring standards of practise in medicine are met. They are the regulator of all doctors practicing in England, and maintain a register with details about behaviour, health or performance that could prevent them from doing their job. They will deal with concerns raised by members of the public who have doubts over a doctor's fitness to practice, and you can approach them if you feel that a doctor requires disciplinary action.

They also work with medical schools to help devise the right curriculum and set the standards and values of doctors so they know how to behave with patients.

The Nursing and Midwifery Council - NMC

The NMC provide a similar role to that of the GMC. They set the standards for nurses and midwives to meet in their work, and have formulated a code of conduct which states how they must behave. Like the GMC, they also keep a register of all nurses and midwives in the UK and it is illegal to work as such without being on the NMC register. All nurses must prove annually that they fulfil the requirements for keeping their skills and knowledge up to date, and all midwives are supervised throughout their careers to ensure this. Any concerns about a nurse's capabilities should be made to the NMC, and they will investigate and, if necessary, remove a nurse from the register for a period of time, or permanently, if required.

Health and Care Professionals Council - HCPC

The HCPC is also a regulatory body set up to monitor a large number of other health care staff which you may come into contact with. They work to ensure a high



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Other Useful Agencies

standard of practise within the following professions:

Arts therapists, biomedical scientists, chiroprodists, podiatrists, clinical scientists, dietitians, hearing aid dispensers, occupational therapists, operating department practitioners, orthoptists, paramedics, physiotherapists, practitioner psychologists, prosthetists / orthotists, radiographers, speech and language therapists as well as social workers in England.

Should you have concerns regarding the fitness to practise of any of these, you can raise a complaint to the HPC. Action can be taken where necessary; including stopping someone from practising, should there be sufficient concerns about their conduct.

General Dental Council - GDC

The GDC register dental professionals throughout the UK, including dentists, technicians, hygenists, dental nurses and orthodontists. They set the professional standards for them to follow and maintain a register of practitioners similar to the other regulatory bodies. Should you have concerns regarding a dentist's fitness to practice, you can approach them to raise your complaint about this, but they are unable to help with concerns about the costs of treatment.

General Optical Council - GOC

The GOC is the regulator for optical professionals in the UK including optometrists, dispensing opticians, student opticians and optical businesses. Their role is also to protect the public by promoting high standards of education, performance and conduct amongst opticians. Any complaint about fitness to practice in this area should be directed to the GOC for investigation, and they will take any disciplinary action necessary.

Local Government Ombudsman - LGO

The Local Government Ombudsman looks at complaints about council services, such as education admissions, appeal panels and adult social care providers, such as care homes and home care providers. Their role is to investigate complaints in a fair and independent way, after this has been raised with the service provider. Should you have any queries about making a complaint to their offices, you can contact the LGO on 0300 061 0614

Action Against Medical Accidents - AvMA

AvMA is a charitable organisation who can provide legal and medical support and advice if you are considering taking your complaint down this route. They provide a free and confidential helpline service, can give information on your rights as a patient, or medical explanations, and provide you with information about compensation and clinical negligence. They can also make a referral to an appropriate solicitor for your individual case. You may find it useful to speak to them if this is something you are considering as there are time limits for making a legal claim, as there are for making a complaint. They can also provide information about the Coroner and Inquests if you wish to speak to someone impartial about this.

(A leaflet is included with this pack).

Where to send your complaint about a Hospital

**Alder Hey Children's NHS Foundation Trust
Patient Experience Team**

Alder Hey Hospital
Eaton Road
West Derby
Liverpool, L12 2AP

Telephone: 0151 252 5374 or 5161
Email: complaints@alderhay.nhs.uk

Countess of Chester Hospital NHS Foundation Trust

PALS, Complaints and Incidents Team
The Countess of Chester Health Park
Liverpool Road
Chester, CH2 1UL

Telephone: 01244 366 066
Email: cochpals@nhs.net

Aintree University Hospitals NHS Foundation Trust

Complaints Department
Aintree University Hospital
Lower Lane
Fazakerley
Liverpool, L9 7AL

Telephone: 0151 529 3287
Email: complaints@aintree.nhs.uk

Liverpool Heart and Chest Hospital NHS Foundation Trust

Patient and Family Support Team
Thomas Drive
Broadgreen
Liverpool, L14 3PE

Telephone: 0151 600 1257
Email: PFSTeam@lhch.nhs.uk

Cheshire and Wirral Partnership NHS Foundation Trust

PALS, Complaints and Incidents Team
Redesmere
Countess of Chester Health Park
Liverpool Road
Chester, CH2 1BQ

Telephone: 01244 393163
Crisis Line: 0800 145 6485
Email: cwp.complaints@nhs.net

Liverpool Women's NHS Foundation Trust

Crown Street
Liverpool, L8 7SS

Telephone: 0151 702 4353
Email: PALS@lwh.nhs.uk

North West Ambulance Service NHS Trust

Patient Safety Team
449-451 Garstang Road
Broughton
Preston, PR3 5LN

Telephone: 0151 261 2598
Email: patient.safety@nwas.nhs.uk

Where to send your complaint about a Hospital (page 2)

**Royal Liverpool and Broadgreen University
Hospitals NHS Trust
Customer Care Team**

Royal Liverpool University Hospital
Prescot Street
Liverpool, L7 8XP

Telephone: 0151 706 4903

Email: PALS&Complaints@rlbuht.nhs.uk

**St Helens and Knowsley Hospitals NHS Trust
Complaints Team**

Nightingale House, Lower Ground Floor
Whiston Hospital
Warrington Road
Prescot, L35 5DR

Telephone: 0151 430 1376 or 0151 430 1473

Email: complaintsteamDL@sthk.nhs.uk

**Clatterbridge Cancer Centre NHS
Foundation Trust**

Clatterbridge Road
Bebington
Wirral
Merseyside, CH63 4JY

Telephone: 0151 482 7927

Email: ccf-tr.pals@nhs.net

**The Walton Centre NHS Foundation Trust
Patient Experience Team**

Sid Watkins Building
Lower Lane
Fazakerley
Liverpool, L9 7LJ

Telephone: 0151 556 3090 or 0151 556 3091

Email:
patientexperienceteam@thewaltoncentre.nhs.uk

**Wirral University Teaching Hospital NHS
Foundation Trust
Complaints Team**

Arrowe Park Hospital
Arrow Park Road
Upton
Wirral, CH49 5PE

Complaints Telephone: 0151 604 7660

Email: wuth.patientexperience@nhs.net

Patient Relations

Telephone: 0151 604 8127

Email: wih-tr.patientrelations@nhs.net

**Wirral Community Health and Care NHS
Foundation Trust**

St Catherine's Health Centre, Derby Road
Birkenhead
Wirral
CH42 0LQ

Telephone: 0151 514 6311

Freephone: 0800 694 5530

Email: wcnt.yourexperience@nhs.net

Wirral Clinical Commissioning Group

Corporate Affairs Team, NHS Wirral Clinical
Commissioning Group
5th Floor, Marriss House
Hamilton Street
Birkenhead
Wirral
CH41 5AL

Telephone: 0151 541 5380

Email: complaints.nhswirralccg@nhs.net

Where to send your complaint about funding or local NHS Services

If you have a complaint regarding being denied funding for treatment or a complaint about other NHS Services that are not about Hospital treatment you can complain to either the local Clinical Commissioning Group (CCG) or to NHS England. Typical services would include a GP or staff at the Surgery, a District Nurse, a Dentist or staff at the Surgery, a Pharmacy, an Opticians or other Community Health Services e.g. podiatry or physiotherapy.

If you need to raise a complaint about any of these organisations you can either send your complaint to the Manager at the correct Surgery or Service or, if you prefer, you can send it to the Clinical Commissioning Group (CCG) or NHS England.

Your complaint can only be investigated by one of these bodies.

NHS Cheshire CCG

1829 Building
Countess of Chester Health Park Liverpool Road
Chester
Cheshire, CH2 1HJ

Telephone: 0800 132 996

Email: cheshireccg.patientexperience@nhs.net

Wirral Health & Care Commissioning Group

Marriss House
Hamilton Street
Birkenhead
Wirral, CH41 5AL

Telephone: 0151 651 0011

Email: wiccg.intouch@nhs.net

Where to send your complaint about any other NHS Services

Other NHS Services include a GP or staff at the Surgery, a District Nurse, a Dentist or staff at the Surgery, a Pharmacy, an Optician or other Community Health Services e.g. Podiatry or Physiotherapy.

If you need to raise a complaint about any of these bodies you can send your complaint to the Manager at the correct Surgery or Service or, if you prefer, you can send it to NHS England or the local Clinical Commissioning Group (CCG).

Your complaint will then be investigated and coordinated from there as it can only be investigated by one of these bodies.

NHS England

PO Box 16738
Redditch
B97 9PT

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

HWICA | Healthwatch Independent Complaints Advocate

An individual who can support you through the complaints process.

GMC | General Medical Council

☎ **0845 357 8001**

A group who set the professional standards of healthcare to be met in all healthcare centres.

NMC | Nursing and Midwifery Council

☎ **020 7637 7181**

Similar to the role of GMC but focused on maintaining the standards of care for nurses and midwives.

GDC | General Dental Council

☎ **0007 7167 6000**

Set the professional standard for dental professionals throughout the UK.

HCPC | Health and Care Professionals Council

☎ **0300 500 6184**

A regulatory body that monitors various healthcare professionals to ensure a high standard of practice.

GOC | General Optical Council

☎ **020 7580 3898**

Sets the professional standard for optical services and professionals in the UK.

AvMA | Action against Medical Accidents

☎ **0845 123 2352**

A charitable organisation that can provide legal and medical support and advice when considering a complaint.

LGO | Local Government Ombudsman

☎ **0300 061 0614**

An LGO will look at complaints for local council services such as, education admissions, appeal panels and adult social care providers.

CCG | Clinical Commissioning Group (Wirral Health and Care Commissioning (WHCC))

A clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area.

NHS | National Health Service

PALS | Patient Advice and Liaison Team

A team that, in some hospitals and GP's, will deal with informal complaints and advise in escalating complaints.

PRT | Patient Relations Team

Similar to the role of PALS will be the first port of call in some hospitals if raising concerns or making a complaint.

PHSO | Parliamentary and Health Service Ombudsman

☎ **0345 015 4033**

The highest level of escalation if making a complaint.

LRM | Local Resolution Meeting

A meeting that may be called by the healthcare centre when dealing with a complaint.

Advocate

An individual who helps an individual with issues they may be facing.

Clinicians

A term describing clinical (medically trained) staff.

Complaints Team

A multi-disciplinary team that make up a panel in a local resolution meeting during the complaint process.

Data Protection Act

The Data Protection Act is an act of Parliament designed to protect personal data. Please visit <https://ico.org.uk/> for more information.

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