

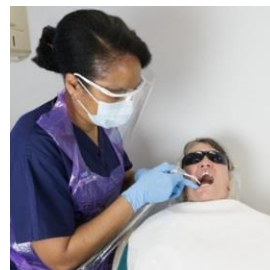


## Easy Read Guide



# How to Make a Complaint

About **Health** and **Social Care** services in Worcestershire





Healthwatch Worcestershire wants to make sure that everyone in Worcestershire is able to have a say about health and social care services.



This includes making sure people know how to make a complaint.



### What is a complaint?

A complaint is telling someone you are not happy about something.



This might be something about:

- Medical treatment you have had
- The staff supporting or caring for you
- Arrangements for your support or treatment
- The places you go to for treatment or support, for example - a hospital



Making complaints helps services know what they can do better in the future.



This guide is only about **publicly funded** health and social care services.



This means services that are paid for by the NHS and Worcestershire County Council, with money from the government.



Most services would like you to tell them straight away if you are not happy. If you are still not happy, you can make a formal complaint.



All services should have their own Complaints Guide, which will tell you how to do this.

## Making a formal complaint



It is best to make a complaint in writing. Either by letter or by email.



But you can also phone someone to tell them about your complaint.



You can get support if you need it to help you make a complaint.



## Who to complain to

You can make a complaint to either the **provider** or the **commissioner** of the service.



The **provider** is the organisation who gives the service – for example a GP, hospital or dentist.



A **commissioner** is the organisation that plans and pays for services and checks how good they are.



Who you make the complaint to depends on which service you are complaining about. This guide will tell you who you should complain to.

## Primary Care Services

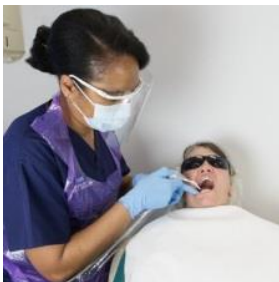
Primary care services include –



Doctors



Pharmacies



Dentists



Opticians



You can make a complaint directly to the service.

Usually complaints go to the **Manager**.



You can ask them for a copy of their **Complaints Guide** and the address to send your complaint to.

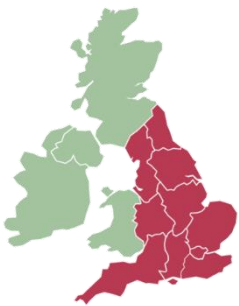


**OR**

You can also complain to the **commissioner**.



For **Primary Care** services this is **NHS England**.



**NHS England** lead all health services for the whole of England.

They decide what is most important and share out NHS money across the country.



NHS England  
PO Box 16738  
Redditch  
B97 9PT



0300 311 22 33



[England.contactus@nhs.net](mailto:England.contactus@nhs.net)



[www.england.nhs.uk](http://www.england.nhs.uk)

# Community Health Services

These are provided by **Worcestershire Health and Care Trust**



Community Hospitals in:

Evesham, Malvern, Bromsgrove, Pershore and Tenbury



Mental Health Services



District Nurses



School Health Service



Health Visitors



Learning Disability Community Nursing Team

## You can complain to -



Chief Executive  
Isaac Maddox House  
Shrub Hill Road  
Worcester  
WR4 9RW



01905 681517



[WHCNHS.PALS@nhs.net](mailto:WHCNHS.PALS@nhs.net)



[www.hacw.nhs.uk](http://www.hacw.nhs.uk)

## Acute Hospitals



These hospitals are run by the **Worcestershire Acute Hospital Trust** –

- Worcestershire Royal Hospital
- Alexandra Hospital, Redditch
- Kidderminster Hospital and Treatment Centre

### You can complain to -



The Chief Executive  
Worcestershire Acute Hospital Trust  
Worcestershire Royal Hospital  
Charles Hastings Way  
Worcester  
WR5 1DD



0300 123 1733



[wah-tr.PET@nhs.net](mailto:wah-tr.PET@nhs.net)



## Ambulance Services



Ambulance services are run by –  
**West Midlands Ambulance Service**

**You can complain to -**



West Midlands Ambulance Service  
Millennium Point  
Waterfront Business Park  
Waterfront Way  
Brierley Hill  
DY5 1LX



01384 246366



[complaints@wmas.nhs.uk](mailto:complaints@wmas.nhs.uk)

**OR**

You can complain to the **commissioner**



**For Hospitals, Ambulance, and community services, this is your local Clinical Commissioning Group**



## Contacting your Clinical Commissioning Group

In Worcestershire there are 3 Clinical Commissioning Groups.



**South Worcestershire**  
Clinical Commissioning Group

**Wyre Forest**  
Clinical Commissioning Group

**Redditch and Bromsgrove**  
Clinical Commissioning Group



All 3 Clinical Commissioning Groups share a Complaints Team. They can be contacted at -



Barnsley Court  
Barnsley Hall Road  
Bromsgrove  
B61 0TX



01527 482939



[complaints.RBCCG-WFCCG@nhs.net](mailto:complaints.RBCCG-WFCCG@nhs.net)

# Social Care Services

This includes support and care for:



- Elderly
- People with a disability
- Families and children
  - including fostering and adoption



These services are **commissioned** by  
**Worcestershire County Council**

You can complain to Worcestershire County Council



01905 846365



[www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)



**OR** to the organisation who provide your support

## Support to make a complaint



You can get support if you need it to make a complaint from –

### Onside Advocacy



14 Charles Street

Worcester

WR1 2AQ



01905 27525



[info@onside-advocacy.org.uk](mailto:info@onside-advocacy.org.uk)



[www.onside-advocacy.org.uk](http://www.onside-advocacy.org.uk)

**healthwatch**  
Worcestershire



We also want to hear about people's experiences – so please get in touch with **Healthwatch Worcestershire**



01386 565951



[info@healthwatchworcestershire.co.uk](mailto:info@healthwatchworcestershire.co.uk)