



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.

Community Health Services

These are provided by **Herefordshire and 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
2 Kings Court
Charles Hastings Way
Worcester
WR5 1JR



01905 681517



WHCNHS.PALS@nhs.net



www.hacw.nhs.uk

Acute Hospitals

These hospitals are run by the **Worcestershire Acute Hospital NHS 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.complaints@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

The Commissioner

OR

You can complain to the **commissioner about NHS health services. For GP's, Dentists Pharmacies, Opticians Hospitals, Ambulance, and community services, this is your local Integrated Care System**



Your Integrated Care System



There is one Integrated Care System for Herefordshire and Worcestershire.

NHS Herefordshire and Worcestershire Integrated Care System



Patient and Stakeholder Relations Team
NHS Herefordshire and Worcestershire ICS
The Coach House
John Comyn Drive
Perdiswell
Worcester WR3 7NS



Email:
hw.complaints@nhs.net



Phone
0330 053 4356 extension 8111

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



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 –

SWAN (South West Advocacy Network)



03333 447928



Worcestershire@swanadvocacy.org.uk



Worcestershire - South West Advocacy Network



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



01386 565951



info@healthwatchworcestershire.co.uk