

Guidance for Patients – making a complaint

Patients can choose to make a **complaint** to NHSE (NHS England) or Healthwatch Leicestershire to **provide feedback** on local healthcare services.

Healthwatch Leicestershire

Working on your behalf we will make sure that your voice is heard and acted on.

- We will tell service providers about your experiences of care and hold them to account.
- We will challenge organisations about poor practice and help to turn it into good practice.
- We will represent your views at meetings with local decision makers to ensure your needs are considered.

Write to:

Healthwatch Leicestershire
9 Newarke Street
Leicester
LE1 5SN

Tel :0116 2574 999

email : info@healthwatchleics.co.uk

Complete online form at :

<https://www.healthwatchleicestershire.co.uk/content/speak-out>

Making a complaint to NHEngland

When making a complaint, you can choose to complain to either of the following if you have a complaint regarding the healthcare services you receive :

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

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](#).
- 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)
- If your complaint is about public health organisations (those who provide services which prevent disease, promote health and prolong life), contact your [local council](#)

Complaining to NHS England

NHS England welcomes concerns, compliments and complaints as valuable feedback that will help us learn from your experiences and make improvements to services we commission.

You can complain or give feedback:

By post to:

NHS England

PO Box 16738

Redditch

B97 9PT

By email to: england.contactus@nhs.net

If you are making a complaint please state: '**For the attention of the complaints team**' in the subject line.

By telephone: 0300 311 22 33

British Sign Language (BSL): If you use BSL, you can talk to us via a video call to a BSL interpreter. Visit [NHS England's BSL Service](#).

Our opening hours are: 8am to 6pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am.

Complaints – what you need to provide

Provide as much information as possible to allow NHS England to investigate your complaint. Include some or all of the following:

- your name and a valid email or home address for reply
- a phone number in case we need to contact you for additional information
- a clear description of what you want to complain about and when this happened
- the name of the service you want to complain about
- any relevant correspondence

Consent

If you are complaining on behalf of someone else, we will need their consent to proceed with the complaint. We will contact you about this.

When a complaint is made about a service such as a GP, dentist or pharmacy, we will also require specific consent to share the complaint with that service in order to investigate it. It will speed up the process if you include the following line in your complaint:

“I give permission for my complaint to be shared with (insert name of GP / dental surgery etc.) in order for NHS England to carry out an investigation.”

Removable Media

Please do not post removable media to NHS England, for example CDs, DVDs, SD cards and memory sticks. Due to security restrictions we are unable to access information sent this way. Any removable media will be returned to you, or securely destroyed if we do not have your details.

What happens next?

NHS England will acknowledge all complaints no later than the third working day after the day the complaint is received.

Investigating the complaint

The complaint will be investigated and you will receive the findings of the investigation along with an apology. You will also receive an explanation of any

lessons learned or changes that will take place as a result of the findings of the investigation.

How long will it take?

This will depend on what your complaint is about and how complex it is. Communication with you is important and we will keep you updated throughout the process.