



Giving feedback or making a complaint about your health care



The NHS wants people to give feedback because it is used to improve health services. This can be any service such as a hospital, GP, dentist or optician, for example.

If you want to share your views and experiences, good or bad, speak to a member of staff at the service.

You have the right to complain about any aspect of NHS care, treatment or service.

You might find it helpful to talk to someone who understands the complaints process first.

This could be a friend, family, advocate, or somebody else you trust.

If something about an NHS service makes you unhappy, talk to a member of staff at the service as soon as possible.

They should try to sort the issue out quickly for you.

Complaining about an NHS service



All NHS services in England must have their own complaints policy.

The policy says how the service will deal with your complaint.

You can often find information about making a complaint in these places –

- waiting rooms
- reception desks
- the service provider's website
- or by asking a member of staff.

You can either complain to the service directly or to the commissioner who pays for the service that is being provided.

If your complaint is about more than one service – such as your local hospital and the ambulance service – you'll only need to make one complaint.

The service that handles your complaint must also work with others to make it easier for you.



When can NHS England help?



You can ask NHS England for advice, give feedback or complain to us about any of the services we pay for.



GP Surgery



Dentist

NHS England commissions or pays for **primary care** services.



Optician



Pharmacy

For example GPs, dentists, opticians, and pharmacy services.



We also commission or pay for these other health services:

- in prisons and the police
- for people in military services such as the army
- specialist care and treatment in mental health hospitals for people with a learning disability, autism or both.



Other health services are commissioned by local Clinical Commissioning Groups (CCGs).

If you're not sure where or how to complain, NHS England may be able to help you.



For more help or information



The NHS Complaints Advocacy website has lots of useful easy read information:
www.nhscomplaintsadvocacy.org

Ask Listen Do

Making conversations count

NHS England is part of a learning disability and autism project called Ask Listen Do. This is about making it easier for people and families to give feedback, raise concerns or complain about health, social care or education:
www.england.nhs.uk/asklistendo



Parliamentary
and Health Service
Ombudsman

The Parliamentary and Health Service Ombudsman may be able to help if you are unhappy with the way a health complaint was dealt with. They have lots of easy read information on their website:
www.ombudsman.org.uk then type **easy read** into the search box.

Contact NHS England

NHS England
PO Box 16738
Redditch
B97 9PT



0300 311 22 33

england.contactus@nhs.net



8am to 6pm Monday to Friday.
On Wednesdays we open at the later time of 9.30am.
We are closed on bank holidays.