

Making complaints or raising concerns about NHS services in Bristol

The way the NHS is run has changed. The primary care trusts that used to have responsibility for all of an area's healthcare needs have been disbanded. The responsibility has been split between Clinical Commissioning Groups and NHS England. This means that there are different organisations to complain to or raise concerns with depending on what service you have a problem with.

People with complaints or concerns about the **decision making processes** used by the local Clinical Commissioning Group or the **outcomes of decisions**, can either make a formal complaint to:

- Kat Tucker
Complaints & FOI Manager
Bristol Clinical Commissioning Group
South Plaza
Marlborough Street
Bristol BS1 3NX
- Tel: 0117 900 2494
- kathryn.tucker@bristolccg.nhs.uk or kathryn.tucker@nhs.net

Or can contact the Patient Advice and Liaison Service (PALS)

- sarah.jenkins@swcsu.nhs.uk
- 0117 947 4477 or 0800 073 0907
- PALS
- Suite 15, Corum 2
- Corum Business Park
- Warmley
- BS30 8FJ

The Bristol Clinical Commissioning Group (CCG) has responsibility for commissioning **hospital, mental health, community and GP out of hours services**. People with complaints or concerns about hospital care etc can contact either the CCG via Kat Tucker or Sarah Jenkins as above or the individual hospital:

North Bristol NHS Trust: Frenchay, Cossham and Southmead Hospitals

- Advice & Complaints Team (ACT)
Beaufort House,
Beaufort Way,
Southmead Hospital,
Southmead,
Bristol BS10 5NB
- Tel: 0117 323 3741
Fax: 0117 323 6561
Email: complaints@nbt.nhs.uk

University Hospitals Bristol: Bristol Eye Hospital, Bristol Royal Infirmary, Bristol Dental Hospital, Bristol Royal Hospital for Children, St Michael's Hospital, Bristol Haematology and Oncology Centre, Bristol Heart Institute, South Bristol Community Hospital, Bristol Homeopathic Hospital, Bristol Sexual Health Centre:

- By phone on 0117 342 3604
- By post to Patient Support & Complaints Team, Trust Headquarters, University Hospitals Bristol, Marlborough Street, Bristol, BS1 3NU
- By email: pals@uhbristol.nhs.uk

NHS England has responsibility for **primary care** in Bristol; GP practices, dental practices, opticians and pharmacies. People with complaints or concerns about a GP practice, dental practice, optometry practice (optician) or pharmacy will need to contact either the individual practice or the NHS England Customer Contact Centre:

- Tel: 0300 311 22 33
- Email: england.contactus@nhs.net
- Post: NHS England
PO Box 16728
Redditch
B97 9PT

In all complaints, the **second stage** of the NHS complaints process remains to ask the Parliamentary and Health Service Ombudsman to review the complaint.

Advocacy is commissioned by the council from HealthWatch Bristol. They can offer different levels of support from self-advocacy through to trained volunteer advocates and professional advocacy. They support patients to look at different options and possible outcomes so they can make informed choices about what action they can take. They can be contacted on 0808 808 5252.

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