**Making complaints or raising concerns about NHS services in Bristol**

South Gloucestershire Clinical Commissioning Group (CCG) and NHS England have responsibility for commissioning (planning and paying for) the healthcare of the local population. This means that depending on which service you are unhappy with, there are different organisations to complain to or raise concerns with depending on which service you are unhappy with.

NHS England has responsibility for **primary care** in South Gloucestershire; GP practices, dental practices, opticians and pharmacies. If you have a complaint or concerns about a GP practice, dental practice, optometry practice (optician) or pharmacy you need to contact either the individual practice or the NHS England Customer Contact Centre:

 *Your complaint manager’s details here*

* Post: NHS England, PO Box 16738, Redditch, B97 9PT
* Telephone: 0300 311 22 33
* Email: england.contactus@nhs.net

The South Gloucestershire Clinical Commissioning Group (CCG) has responsibility for commissioning **hospital, mental health, community, ambulance and GP out of hours services**.

People with a formal complaint about these services can contact the CCG or the individual service provider (hospital etc):

South Gloucestershire Clinical Commissioning Group, Corum 2, Corum Office Park, Crown Way, Warmley, BS30 8FJ

* Telephone: 0117 9474400
* Email: contactus@southgloucestershireccg.nhs.uk
* Online: www.southgloucestershireccg.nhs.uk/contact-us/complaints/

The Patient Advice and Liaison Service (PALS) can also raise issues to the service providers (hospitals etc) on your behalf or alternatively provide contact details of the service providers if you would prefer to communicate to them directly.

* PALS Suite 15, Corum 2 Corum Office Park Crown Way Warmley BS30 8FJ
* Telephone: 0117 947 4477 or 0800 073 0907
* Email: bnssg.pals@nhs.net

People with complaints or concerns about the **decision making processes** used by South Gloucestershire CCG or the **outcomes of decisions**, can make a formal complaint to:

* South Gloucestershire Clinical Commissioning Group, Corum 2, Corum Office Park, Crown Way, Warmley, BS30 8FJ
* Telephone: 0117 9474400
* Email: contactus@southgloucestershireccg.nhs.uk
* Online: www.southgloucestershireccg.nhs.uk/contact-us/complaints/

Or contact the Patient Advice and Liaison Service (PALS)

* Suite 15, Corum 2, Corum Office Park, Crown Way, Warmley, BS30 8FJ
* Telephone: 0117 947 4477 or 0800 073 0907
* Email: bnssg.pals@nhs.net

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

The Ombudsman will not investigate your complaint if you have not already complained to either the service provider (GP, hospital, mental health trust etc) or the commissioner (South Gloucestershire CCG) first.

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As requested, please find below, some suggested wording to direct complainants to the Ombudsman in your response to their complaint.

*I am once again very sorry to hear of your dissatisfaction and hope that you feel our response has fully addressed the concerns you have raised. However, if you remain unhappy, please do not hesitate to contact me. Alternatively, if you feel the Practice is unable to help you further, you have the right to ask the Health Service Ombudsman to review your case, but please be aware that this should be done within one year of receipt of this letter.*

*The Health Service Ombudsman is an independent body established to provide a free service to the public by undertaking independent investigations into complaints that public bodies, including the NHS in England, have not acted properly or fairly or have provided a poor service. You can contact the Health Service Ombudsman on 0345 015 4033 or write to them at the Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.*

OR

*If you feel there is a need for further investigation I would encourage you to contact me again. However, if you are not happy with the outcome of your complaint, and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman’s office which makes final decisions on unresolved complaints about the NHS in England.  It is an independent service which is free for everyone to use.  You may contact them via:*

*Address: The Parliamentary & Health Service Ombudsman*

*Millbank Tower, Millbank, London SW1P 4QP*

*Telephone: 0345 015 4033*

*E-mail:* *phso.enquiries@ombudsman.org.uk*

*Website:* [*www.ombudsman.org.uk/make-a-complaint*](http://www.ombudsman.org.uk/make-a-complaint)

*I would like to thank you for bringing this matter to our attention. We welcome feedback to help us commission and improve the healthcare services offered to our patients and to influence a good clinical outcome as well as patient experience.*

**Useful contact information**

**North Bristol NHS Trust**

Cossham and Southmead Hospitals

* Advice & Complaints Team (ACT), Beaufort House, Beaufort Way, Southmead Hospital, Southmead, Bristol BS10 5NB
* Telephone: 0117 414 4569
* Telephone: 0117 414 4568
* Telephone: 0117 414 4571
* Fax: 0117 414 4572
* Email: complaints@nbt.nhs.uk

**University Hospitals Bristol NHS Foundation Trust**

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:

* Robert Woolley, Chief Executive, University Hospitals Bristol, Trust HQ, Upper Maudlin Street, Bristol, BS1 3NU
* Telephone: 0117 342 1050
* Email: psct@uhbristol.nhs.uk
* Drop-in service where a person can call into the office and speak in person to one of the team. This service is available from 9:00am until 4:00pm Monday to Thursday and from 9:00am until 3:30pm on Fridays.

**AWP Mental Health Services**

* PALS Office, Avon and Wiltshire Mental Health Partnership NHS Trust, Jenner House, Langley Park, Chippenham, SN15 1GG
* Telephone: 01249 468261
* Freephone: 0800 073 1778
* Fax: 01249 468266
* Email: awp.pals@nhs.net

**Sirona Care and Health**

* Kempthorne House, St. Martin's Hospital, Clara Cross Ln, Bath BA2 5RP
* Telephone: 01225 831401
* Email: customercare@sirona-cic.org.uk