**Making complaints or raising concerns about NHS services in South Gloucestershire**

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:

* joanne.rowse@southgloucestershireccg.nhs.uk
* 0117 947 4439
* Joanne Rowse

Head of Governance and Risk

Suites 11 – 14, Corum 2

Corum Business Park

Warmley

BS30 8FJ

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 South Gloucestershire 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 can contact either the individual hospital or the CCG via Jo Rowse or Sarah Jenkins as above or:

**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 South Gloucestershire; 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

[NHS Complaints advocacy](http://www.thecareforum.org/pagenhs-complaints-advocacy.html) – for people in Bristol and South Gloucestershire who wish to make a complaint about NHS services. Please call: Well Aware (freephone number) 0808 808 5252

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

June 2014