

# Compliments, concerns and complaints



## About us

NHS Birmingham and Solihull Clinical Commissioning Group (CCG) is responsible for planning and buying (commissioning) health services for people living in Birmingham and Solihull.

We commission services from local hospitals, GP practices and other healthcare providers.

We welcome compliments, concerns and complaints, as this information can help us, not only to learn from patients' experiences, but to make improvements to the services we commission.

**We have a responsibility to ensure your complaint is investigated thoroughly,** where the person affected by the issue is a patient at one of our GP practices in Birmingham and Solihull.

You can contact the organisation which provides/provided the service to you, or us at the CCG. If your complaint relates to the service you received at your GP practice, you need to contact NHS England. Their details can be found further on in this leaflet.

If you send your concern to us by mistake, don't worry, we will get your permission and send it on to the right organisation.

### **Your complaint should be made as soon as possible.**

This should be within a year of the event, or as soon as it came to your attention. You can make a complaint about something that has happened to you, or on behalf of someone else, if you have their permission.

## **How to contact us**

**Write to us:** NHS Birmingham and Solihull Clinical Commissioning Group, Floor Four, Attwood Green Health Centre, 30 Bath Row, Birmingham, B15 1LZ

**Telephone:** 0121 203 3313

**Email:** [bsol.complaints@nhs.net](mailto:bsol.complaints@nhs.net)

## **What information will be needed to make my complaint?**

- Your name, address, telephone number and an email address (if available), and the same details if you are complaining on behalf of someone else.
- The date of birth and NHS number (if known), for the person the complaint relates to.
- A summary of what has happened, giving dates, where possible.
- Information about which organisation provided the care, or service.
- A list of things that you are complaining about.
- What you would like to happen as a result of your complaint.

## When we receive a complaint we will:

- Acknowledge it within three working days.
- Arrange appropriate consent to release the information.
- Finalise the details and agree a time to respond to you.

## Contact details for other NHS organisations

Organisation	Contact details
<b>NHS England commissions:</b> <ul style="list-style-type: none"><li>• General Practitioners (GPs)</li><li>• Dentists</li><li>• Opticians</li><li>• Pharmacies</li><li>• Prison health services</li><li>• Some specialised services</li></ul>	You can contact the service directly,  Or  NHS England at england.contactus@nhs.net <b>0300 311 2233</b>
Birmingham and Solihull Mental Health NHS Foundation Trust	bsmhft.customerrelations@nhs.net <b>0800 953 0045</b>
Forward Thinking Birmingham	bwc.pals@nhs.net <b>0121 333 8403 / 0121 333 8505</b>
University Hospitals Birmingham NHS Foundation Trust	Birmingham Queen Elizabeth Hospital: Complaints@uhb.nhs.uk <b>0121 627 2950</b>  Heartlands, Solihull and Good Hope Hospitals: bhs-tr.Complaints-ConcernsandCompliments@nhs.net <b>0121 424 0808</b>
Birmingham Women's and Children's NHS Foundation Trust	Birmingham Women's Hospital: pals@bwnft.nhs.uk <b>0121 335 8226</b>  Birmingham Children's Hospital: bwc.pals@nhs.net <b>0121 333 8403</b>

## Other support available to you

There are advocacy services that provide support to anyone who wishes to make a complaint about the NHS, free of charge.

If you have a Birmingham GP, you can contact Voiceability by emailing [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org) or calling **0300 330 5454**.

If you have a Solihull GP, you can contact Independent Advocacy by emailing [office@independentadvocacy.org](mailto:office@independentadvocacy.org) or calling **024 7669 7443 ext 228**.

If you require a copy of this leaflet in another language, or another format such as large print, braille or audio, please telephone: **0121 203 3341** or email [bsol.complaints@nhs.net](mailto:bsol.complaints@nhs.net)

## Parliamentary and Health Service Ombudsman

If you remain dissatisfied with the outcome of your complaint, you can contact the Parliamentary and Health Service Ombudsman (PHSO). They can review the way in which your complaint has been handled, but you will need to contact the Ombudsman about your case within 12 months of the final local outcome of your complaint.

**Email:** [PHSO.enquiries@ombudsman.org.uk](mailto:PHSO.enquiries@ombudsman.org.uk)

**Telephone:** 0345 015 4033

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

