

How to comment, compliment or complain

Concerns or Complaints

It is really important to Walsall Clinical Commissioning Group that we understand the experience of patients. It helps us to improve the services we commission and make sure the high standards of the NHS are met. If you are unhappy with any service you have received from Walsall Clinical Commissioning Group please contact the Customer Care Department.

The Customer Care Department will Listen to the patient voice, resolve patient problems, manage patient complaints, respond to your queries and concerns, Inform you of the formal complaints procedure and help you to get independent advice and support and help the organisation learn from patients experiences and comments.

How do I make a complaint?

Telephone: 01922 618388

Fax: 01922 618380

Email: walsallccg.customer.care@nhs.net

By Post:

Walsall Clinical Commissioning Group
Customer Care Department
Jubilee House
Bloxwich Lane
Walsall
WS2 7JL

Download the [pdf Customer Care Concerns and Complaints Policy and Procedures \(398 KB\)](#) .

NHS England

Contact NHS England if you want to complain about primary care such as GP's, Pharmacist and Opticians.

Post: NHS England, PO Box 16738 Redditch B97 9PT

Telephone: 0300 311 22 33 (Monday to Friday 8am - 5pm)

Email: england.contactus@nhs.net

Walsall Healthcare NHS Trust

Contact Walsall Healthcare NHS Trust if you have complaints dealing around hospitals including staff, appointments, community/district nursing etc.

Patient Relations – PALS (Patient Advice Liaison Service) and complaints is located on Route 102 opposite the Costa Coffee Café at the hospital.

Telephone: 01922 656463

Email: patientrelations@walsallhealthcare.nhs.uk

By Writing: The Chief Executive, Walsall Healthcare NHS Trust, Moat Road, Walsall, WS2 9PS

Dudley and Walsall Mental Health Partnership NHS Trust

Freephone: 0300 555 0535

Email: Sed@dwmh.nhs.uk

Post: Freepost RSRA-TLAX-ETUU, Service Experience Desk, Dudley and Walsall Mental Health, 2nd Floor, Trafalgar House, Dudley, DY2 8PS

Vocare (used to be WMAS)

Deals with concerns regarding NHS111

Telephone: 01384 473604

Email; Wm.governance@nhs.net

By Writing: Navigation Point, Waterfront Business Park, Waterfront way, Brierley Hill, DY5 1LY

Primecare (used to be Badger & WIC)

Deals with concerns re: the Urgent Walk in Centre

Telephone: 01785783363 or 01785783363

Email: customer.care@primecare.uk.net

By Writing: Crystal Court, Aston Cross Business Village, Rocky Lane, Birmingham, B6 5RQ

When should I make a complaint?

You should raise your complaint as soon as possible and within twelve months of you becoming aware of an issue. We appreciate that this is not always possible. Therefore, if this time period has passed, we would still like you to speak to us.

How will you deal with my complaint?

You will receive an acknowledgement within three working days. We aim to respond in full to all complaints within a 25 working day timeframe. If for some reason we cannot achieve this date we will keep you informed and explain the reason why. After your complaint has been thoroughly investigated, we will send you a full response from our Accountable Officer.

[Annual Complaints Report 2016/17](#)

I need help to make my complaint, who do I contact?

If you would like help making your complaint including help with writing your letter, you can contact the NHS Complaints Advocacy Service. The NHS Complaints Advocacy Service provides a free and independent service that can help you make a complaint.

Helpline: 0300 3305454

Text phone: 0786 002 2939

Fax: 0330 088 37622