

# How to complain or comment on health services in Coventry and Rugby



# Introduction

NHS Coventry and Rugby Clinical Commissioning Group (CCG) is a new organisation. The CCG is responsible for planning, buying and monitoring healthcare services (known as commissioning) for people living in Coventry and Rugby.

We are committed to providing high quality, value for money health services. We consider patient feedback, comments and compliments to be a useful source of information to help us improve and plan services for the future.

The CCG welcomes your comments about the organisation. Where criticism is made we will respond to the complainant and, where necessary, put right what was wrong.

This leaflet explains how the complaints system operates for health services in the local area. Making a complaint will NOT affect your treatment or care.



## If you are complaining about your GP, dentist, pharmacy or optician, you can contact:

### **NHS England**

Redditch Contact Centre: [0300 311 22 33](tel:03003112233)

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Write to: [NHS England, PO Box 16738, Redditch, B97 9PT](#)

**If you have a complaint about hospital services, community services, mental health and the ambulance service, contact:**

### **University Hospitals Coventry and Warwickshire NHS Trust (Hospital of St Cross, Rugby)**

Tel: [0800 028 4203](tel:08000284203)

Email [feedback@uhcw.nhs.uk](mailto:feedback@uhcw.nhs.uk)

[www.uhcw.nhs.uk](http://www.uhcw.nhs.uk)

Write to: [UHCW NHS Trust, Clifford Bridge Road, Coventry, CV2 2DX](#)

### **Coventry and Warwickshire Partnership NHS Trust**

For support relating to community health services in Coventry or mental health and learning disability services provided by Coventry and Warwickshire Partnership NHS Trust

Tel: [024 7653 6804](tel:02476536804)

Email: [pals@covwarkpt.nhs.uk](mailto:pals@covwarkpt.nhs.uk)

[www.covwarkpt.nhs.uk](http://www.covwarkpt.nhs.uk)

### **West Midlands Ambulance Service NHS Trust**

West Midlands Ambulance Service also has a Patient Advice Liaison Service (PALS).

Tel: [01384 246370](tel:01384246370)

Email: [pals@wmas.nhs.uk](mailto:pals@wmas.nhs.uk)

[www.wmas.nhs.uk](http://www.wmas.nhs.uk)

Write to: [Millennium Point, Waterfront Business Park, Waterfront Way, Brierley Hill, West Midlands, DY5 1LX](#)

### **George Eliot Hospital NHS Trust**

(PALS): [02476 865550](tel:02476865550)

Email: [enquiries@geh.nhs.uk](mailto:enquiries@geh.nhs.uk)

Write to: [College Street, Nuneaton, CV10 7DJ](#)

## Do you need help in finding information about local NHS services? Contact:

**Healthwatch Coventry** will be able to assist you in finding local NHS services and provide information about social care.

Tel: [024 7622 0381](tel:02476220381)

Email: [healthwatch@vacoventry.org.uk](mailto:healthwatch@vacoventry.org.uk)

[www.healthwatchcoventry.co.uk](http://www.healthwatchcoventry.co.uk)

**Healthwatch Warwickshire** will be able to assist people living in Rugby who need advice and information about health and social care.

Tel: [01926 422823](tel:01926422823)

Email: [info@healthwatchwarwickshire.co.uk](mailto:info@healthwatchwarwickshire.co.uk)

[www.healthwatchwarwickshire.co.uk](http://www.healthwatchwarwickshire.co.uk)

Write to: **4-6 Clemens Street, Leamington Spa, Warwickshire, CV31 2DL**

Or visit your local Warwickshire Citizens' Advice Bureau

## How we can help

If you're not happy with the NHS care or treatment you've received or you've been refused treatment for a condition, you have the right to complain, have your complaint investigated, and be given a full and prompt reply.

## Who do I complain to about NHS Coventry and Rugby Clinical Commissioning Group (CCG)?

The CCG is responsible for planning and commissioning healthcare services and works closely with local people and organisations. If you have a complaint about:

- Our organisation
- Our decision making processes
- Our staff

**Please send your complaint, comment or suggestion in writing to:**

NHS Coventry and Rugby Clinical Commissioning Group

Christchurch House, 2nd Floor, Greyfriars Lane, Coventry CV1 2GQ

Email: [CRCCG.Complaints@nhs.net](mailto:CRCCG.Complaints@nhs.net)

Visit our website at: [www.coventryrugbyccg.nhs.uk](http://www.coventryrugbyccg.nhs.uk)

## Who can complain?

Anyone who is receiving or has received NHS treatment or services can complain. You can complain if you are or may be affected by an action or decision made by the CCG. You can also complain on behalf of someone else if the patient:

- has died
- Is a child
- is unable by reason of physical or mental incapacity to make the complaint themselves;
- has requested the representative to act on their behalf (a representative may include a parent, guardian, relative, civil partner or a friend. In these cases, consent will be required from the patient).

## How long have I got to make a complaint?

You should normally complain within 12 months of an event happening or within 12 months of becoming aware that you have something to complain about.

## What will happen?

NHS Coventry and Rugby CCG will process and investigate your complaint.

- We will keep you updated on progress
- We will respond to your complaint, share our outcomes and learning and will try to resolve your concerns.



## What if I am still unhappy following the response to my complaint?

If you are not satisfied with our response you must write to us stating the reasons why you are dissatisfied. We will arrange to review and provide a further response to your complaint, unless agreed otherwise.

You have the right to take your complaint to the Parliamentary and Health Service Ombudsman, if you are not satisfied with the way your complaint has been dealt with by the NHS. You can contact the Parliamentary and Health Service Ombudsman at:

### **The Parliamentary and Health Service Ombudsman**

Millbank Tower  
London  
SW1P 4QP

Telephone: **0345 015 4033**

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

## What difference will my complaint make?

All complaints received will be reviewed by the CCG to see what lessons we can learn from them and where future improvements can be made to services. We understand that patient opinion is crucial towards understanding patient experiences and satisfaction. For more information about NHS complaints and what support is available to help you make a complaint, visit the NHS choices website at [www.nhs.uk](http://www.nhs.uk)

