

## Contact us

Patient Relations Team  
Worcestershire Primary Care NHS Trust  
Wildwood Drive  
Wildwood  
Worcester  
WR5 2LG

**Tel:** 0800 917 7919

**Email:** [patient.relations@worcestershire.nhs.uk](mailto:patient.relations@worcestershire.nhs.uk)

## Opening hours

Monday - Friday  
8.30am - 4.30pm  
*(excluding Bank Holidays)*

If you would like this information in other formats or languages please call 01905 760020 or email [communications@worcestershire.nhs.uk](mailto:communications@worcestershire.nhs.uk)

## Patient Relations Team

Listening, Responding, Improving



**Do you have a compliment,  
comment, concern or complaint?**

If so, we want to hear from you.  
We are a confidential advice, support and  
information service for patients relatives  
and carers.

## Patient Relations Team: We can help you with compliments, comments, concerns and complaints

We welcome any suggestions or comments that you have about the service you have received from the local NHS in Worcestershire. We recognise the value that complaints, suggestions and constructive criticism, as well as compliments, can provide. This will assist us in maintaining and developing a better quality and a higher standard of health care for our patients.

If you have any questions or concerns about your local health services please contact us as we may be able to help, advise or signpost.

### General guidance

- A complaint should be made as soon as possible after the event, no later than 12 months, or the date when you became aware of the problem (if later)
- When someone other than the patient complains, the Trust must ensure that the patient's explicit permission is obtained prior to any information being provided to the complainant
- The Trust has a standard form, which must be signed by the patient or the next of kin (for deceased patients) authorising the Trust to respond to the named complainant
- It may be necessary to disclose information from medical records to anyone involved in investigating the complaint to enable them to respond to the concerns raised
- Permission to disclose information will be sought from the patient or their authorised representative.

If you have any questions about this leaflet or the service you have received, please contact the Patient Relations Team on **0800 917 7919** or email **patient.relations@worcestershire.nhs.uk**, alternatively, complete the attached form and return it to the freepost address on the back of the form.

## NHS Constitution

### Rights

- You have the right to have any complaint you make about NHS services dealt with efficiently and to have it properly investigated
- You have the right to know the outcome of any investigation into your complaint
- You have the right to take your complaint to the independent Health Service Ombudsman, if you are not satisfied with the way your complaint has been dealt with by the NHS.

### Pledges

- The NHS commits to ensure you are treated with courtesy and you receive appropriate support throughout the handling of a complaint; and the fact that you have complained will not adversely affect your future treatment
- The NHS commits, when mistakes happen to acknowledge them, apologise, explain what went wrong and put things right quickly and effectively
- The NHS commits to ensure that the organisation learns lessons from complaints and uses these to improve NHS services.

Find out more about the NHS Constitution at [www.dh.gov.uk/en/Healthcare/NHSConstitution/index.htm](http://www.dh.gov.uk/en/Healthcare/NHSConstitution/index.htm)

## Health Services Ombudsman

The Health Service Ombudsman will only investigate complaints that have not been resolved at local resolution by the Trust. Requests for investigation should be made as soon as possible after the complaints procedure has been exhausted and should include relevant correspondence with the hospital.

The Ombudsman will also investigate if you are dissatisfied with the way that your complaint was managed. You can write to: Health Service Ombudsman for England, Millbank Tower, Millbank, London SW1P 4QP or call: 0845 015 4033.

The Ombudsman also investigates complaints about GPs, Dentists, Pharmacists or Opticians providing an NHS service locally.

**Tell us what you think about the health service that you received**



Freepost RSAS-EKJR-YKRG  
Patient Relations Team  
Worcestershire Primary Care NHS Trust  
Wildwood Drive  
Wildwood  
Worcester  
WR5 2LG

### **Bengali**

‘আপনি যদি অন্য ক্রিয়া ভাষায় বা রুশি (সিমন বড় ছাপার হরফি) এই তথ্য সীত্রিত চান তাহলি অনুগ্রহ ক্রি কমিউনিটিকেশন্স টিম এর সক্রি 01905 760020 নম্বক্রি স্রিাপাক্রিাপ করুন বা [communications@worcestershire.nhs.uk](mailto:communications@worcestershire.nhs.uk) এ ইক্রিইল করুন’

### **Cantonese**

如果您希望獲取本資訊的其他語言版本或格式（即大印刷字體），請透過電話01905760020或電郵[communications@worcestershire.nhs.uk](mailto:communications@worcestershire.nhs.uk)聯絡通訊小組。

### **Polish**

Jeżeli chcieliby Państwo uzyskać te informacje w innym języku lub formie (np. wydrukowane dużą czcionką), prosimy o kontakt z Zespołem ds. Komunikacji pod numerem 01905 760020 lub adresem poczty elektronicznej [communications@worcestershire.nhs.uk](mailto:communications@worcestershire.nhs.uk)

### **Portuguese**

‘Caso deseje receber esta informação em outros idiomas ou formatos (ie, impressão em grande escala), queira contactar a Communications Team através do número 01905 760020 ou via e-mail para [communications@worcestershire.nhs.uk](mailto:communications@worcestershire.nhs.uk)’

### **Punjabi**

‘ਜੇ ਤੁਸੀ ਇਹ ਜਾਣਕਾਰੀ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਜਾਂ ਫਾਰਮੈਟਾਂ ਵਿਚ (ਮਤਲਬ ਵਿ, ਮੋਟੀ ਡਫਾਈ) ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਮਿਊਨਿਕੇਸ਼ਨਜ਼ ਟੀਮ ਨੂੰ 01905 760020 ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ [communications@worcestershire.nhs.uk](mailto:communications@worcestershire.nhs.uk) ‘ਤੇ ਈਮੇਲ ਕਰੋ’

### **Turkish**

‘Bu bilgileri başka dillerde veya (büyük basım gibi) değişik biçimlerde almak isterseniz, lütfen 01905 760020 no’lu telefondan İletişim Ekibi ile irtibat kurunuz veya [communications@worcestershire.nhs.uk](mailto:communications@worcestershire.nhs.uk) adresine e-posta gönderiniz.’

### **Urdu**

‘اگر آپ یہ معلومات دیگر زبانوں یا فارمیٹ (یعنی بڑی پرنٹ) میں چاہتے ہیں تو، براہ کرم 01905 760020 پر کمیونیکیشنز ٹیم سے رابطہ کریں یا [communications@worcestershire.nhs.uk](mailto:communications@worcestershire.nhs.uk) پر ای میل کریں۔’