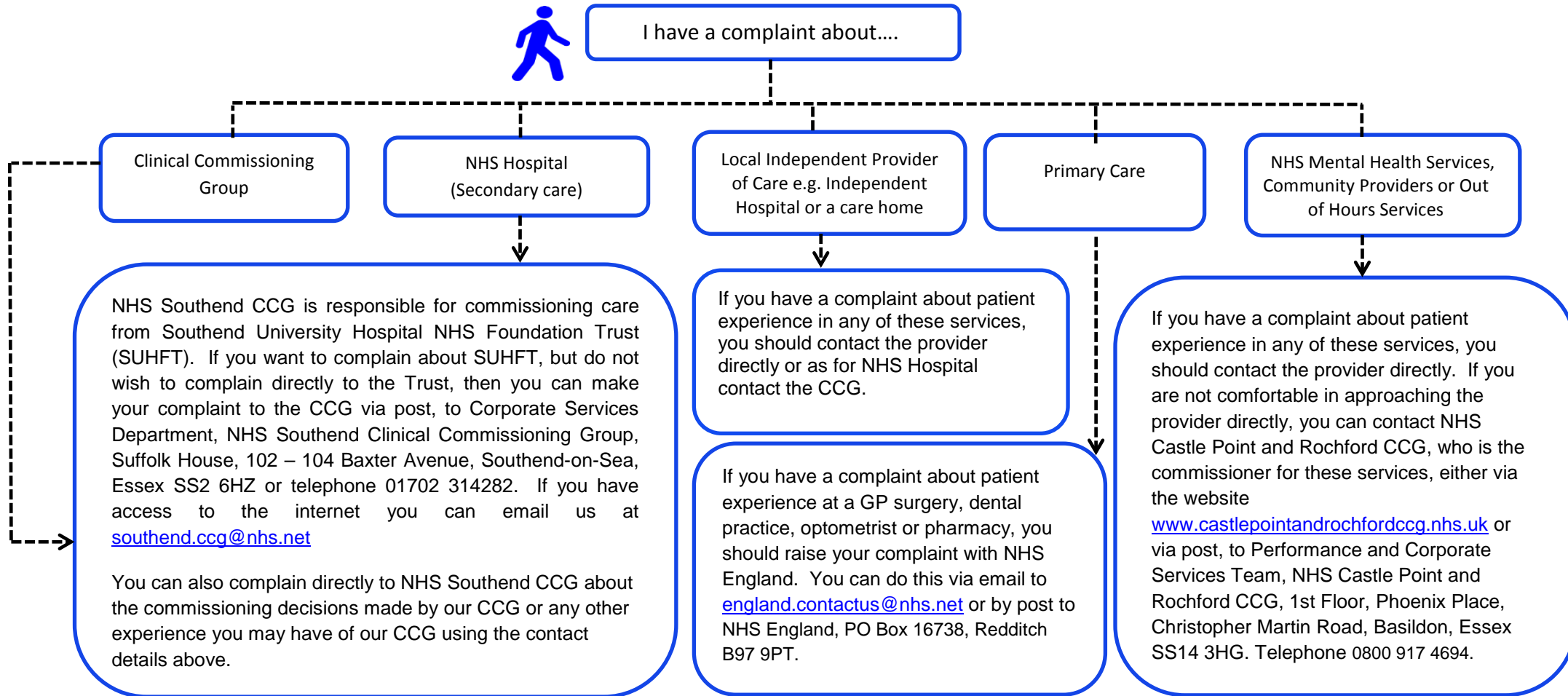


Complaints Procedure



How do I make a complaint or tell the NHS about a concern I have about local health services?

You have the right to make a complaint if you are not satisfied with the care you received from the NHS. Wherever possible, you should speak to the person in charge at the place where you have been receiving care, for example, a hospital ward manager or a practice manager at a GP practice. However, if you don't feel comfortable complaining directly to your care provider, the following sets out the different routes for complaints under the new NHS structures



What if I remain dissatisfied?

If your complaint is not resolved to your satisfaction after these different options have been tried, you can ask the Parliamentary & Health Service Ombudsman to review your complaint. The Ombudsman can be reached through <http://www.ombudsman.org.uk> or on 0345 015 4033.

Independent support when making a complaint

Independent support can also be provided from Southend HealthWatch. Information & Advice – 01702 220104 Complaints – 01702 220102 HealthWatch also have a website <http://www.healthwatchesouthend.co.uk/>