Patient Complaints & Concerns

How to make a complaint?

If your complaint is to the practice please ask for or write to Jane Godfrey complaints manager at the practice

If you wish to raise a concern with the CCG please contact

Walsall CCG

* By telephone 01922 618388 and ask for customer care department
* By email [customercare@walsall.nhs.uk](mailto:customercare@walsall.nhs.uk)
* By Post

Walsall Clinical Commisioning Group

Customer Care Department

Jubilee House

Bloxwich Lane

Walsall

WS2 7JL

If you wish to raise concerns with the Manor Hospital Walsall

Please contact PALS

**P**atient

**A**dvice

**L**iason

**S**ervice

* By telephone 01922 656463
* By email [patientrelations@walsallhealthcare.nhs.uk](mailto:patientrelations@walsallhealthcare.nhs.uk)

What if I am unhappy about the way in which the NHS has handled my complaint?

If the customer care department have been unable to resolve your issues to your satisfaction you can ask the

Parliamentary & Health Service ombudsman to consider your case

* By post Parliamentary & Health Service ombudsman

Millbank Tower, 30 Millbank, London, SW2P 4QP

* By email [www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)
* By phone 0345 0154033

Healthwatch

* [www.seap.org.uk/services/nhs-complaints-advocacy](http://www.seap.org.uk/services/nhs-complaints-advocacy)

**To contact NHS England regarding a complaint you can do so**   
By Post

PO Box 16738  
Redditch  
B97 9PT

**By email to:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state: ‘**For the attention of the complaints team**’ in the subject line.

**By telephone: 0300 311 22 33**

**NHS England Opening Hours are :** 8am to 6pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays