

## **Other Authorities who can deal with complaints**

The management team hopes that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following:

NHS England welcomes concerns, compliments and complaints as valuable feedback that will help us learn from your experiences and make improvements to services we commission.

You can complain or give feedback:

After 1 July 2023, patients and members of the public can make a complaint about primary care services (such as GP services) by contacting NHS Shropshire, Telford and Wrekin instead of NHS England.

You can do so by phone, email, or written correspondence via NHS Shropshire, Telford, and Wrekin Patient Services Team, at:

Telephone: 01952 580407

Email: [stw.patientservices@nhs.net](mailto:stw.patientservices@nhs.net)

Writing to us at Halesfield 6, Halesfield, Telford, TF7 4BF

There are two ways to make a complaint:

- You can complain to the healthcare provider: this is the organisation where you received the NHS service, for example, a GP surgery or dental surgery, or
- You can complain to the commissioner of the service: this is the organisation that paid for the service or care you received, such as your local ICB (NHS Shropshire, Telford and Wrekin).

Telford and Wrekin Independent Health Complaints Advocacy Service

Engaging Communities provides the Independent Health Complaints Advocacy Service for people who want to make a complaint about the NHS in Telford & Wrekin. The service is free, independent and confidential and available to anyone living in Telford & Wrekin who has a complaint about the NHS.

You can contact Engaging Communities direct by: calling 0800 1615600. Further information is in the leaflet below

[\*\*EC Telford Complaints Advocacy booklet \(PDF, 5.71MB\)\*\*](#)