

## NHS Complaints - Contacts

NHS service	Option 1	Option 2
<b>Ambulance - Emergency</b>		
West Midlands Ambulance Service	<p><b>The Patient Experience Team</b> West Midlands Ambulance Service NHS Foundation Trust Trust Headquarters Millennium Point Waterfront Business Park Waterfront Way Brierley Hill West Midlands DY5 1LX</p> <p><b>Email:</b> <a href="mailto:complaints@wmas.nhs.uk">complaints@wmas.nhs.uk</a></p> <p><b>Telephone:</b> 01384 246366</p> <p><b>Website:</b> <a href="https://wmas.nhs.uk/contact/formal-complaints/">https://wmas.nhs.uk/contact/formal-complaints/</a></p>	<p><b>Customer Care</b> Shropshire Clinical Commissioning Group William Farr House Mytton Oak Road Shrewsbury Shropshire SY3 8XL</p> <p><b>Email:</b> <a href="mailto:SHRCCG.CustomerCare@nhs.net">SHRCCG.CustomerCare@nhs.net</a></p> <p><b>Freephone:</b> 0800 032 0897</p> <p><b>Website:</b> <a href="http://www.shropshireccg.nhs.uk/complaints">http://www.shropshireccg.nhs.uk/complaints</a></p>
Non-Emergency Patient Transport (funded by the NHS)	<p><b>Complaints Manager</b> Medical Services Unit 65 Atcham Business Park Atcham Shrewsbury SY4 4UG</p> <p><b>Email:</b> <a href="mailto:Patientfeedback@medicalservicesuk.com">Patientfeedback@medicalservicesuk.com</a></p> <p><b>Telephone:</b> 020 3326 1326</p> <p><b>Website:</b> <a href="http://www.medicalservicesuk.com/">http://www.medicalservicesuk.com/</a></p>	Shropshire Clinical Commissioning Group - as above

GP Practice / Surgery		
Various	Speak to your GP or <b>Practice Manager</b> and put your complaint in writing to them, marking your letter / email 'Formal Complaint'	<p><b>NHS England</b> PO Box 16738 Redditch B97 9PT</p> <p><b>Email:</b> <a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a></p> <p>If you are making a complaint please state: 'For the attention of the complaints team' in the subject line.</p> <p><b>Telephone:</b> 0300 311 22 33</p> <p>Opening hours: 8am to 6pm Monday to Friday, except Wednesdays when open at the later time of 9.30am</p> <p><b>Website:</b> <a href="https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/">https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/</a></p>
Hospitals		
<p>Royal Shrewsbury Hospital, Shrewsbury</p> <p><u>and</u></p> <p>Princess Royal Hospital, Telford</p>	<p><b>Chief Executive</b> Simon Wright Shrewsbury and Telford Hospital NHS Trust Stretton House Royal Shrewsbury Hospital Mytton Oak Road Shrewsbury SY3 8XQ</p> <p><b>Email:</b> <a href="mailto:complaints@sath.nhs.uk">complaints@sath.nhs.uk</a>.</p> <p><b>Telephone:</b> 01743 261473</p> <p><b>Website:</b> <a href="https://www.sath.nhs.uk/patients-visitors/advice-support/complaints-procedure/">https://www.sath.nhs.uk/patients-visitors/advice-support/complaints-procedure/</a></p>	<p>As before, you can decide to complain to the CCG:</p> <p><b>Customer Care</b> Shropshire Clinical Commissioning Group William Farr House Mytton Oak Road Shrewsbury Shropshire SY3 8XL</p> <p><b>Email:</b> <a href="mailto:SHRCCG.CustomerCare@nhs.net">SHRCCG.CustomerCare@nhs.net</a></p> <p><b>Freephone:</b> 0800 032 0897</p> <p><b>Website:</b> <a href="http://www.shropshireccg.nhs.uk">www.shropshireccg.nhs.uk</a></p>

<p>The Robert Jones and Agnes Hunt Orthopaedic Hospital</p>	<p><b>Chief Executive</b> Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust Oswestry Shropshire SY10 7AG</p> <p><b>Email Clinical Governance Team:</b> <a href="mailto:complaints@rjah.nhs.uk">complaints@rjah.nhs.uk</a></p> <p><b>Telephone:</b> 01691 404687</p> <p><b>Website:</b> <a href="http://www.rjah.nhs.uk/Patient---Visitors/Talk-to-us/Complaints-and-Comments.aspx">http://www.rjah.nhs.uk/Patient---Visitors/Talk-to-us/Complaints-and-Comments.aspx</a></p>	<p>As before, you can decide to complain to the CCG: <b>Customer Care</b> Shropshire Clinical Commissioning Group William Farr House Mytton Oak Road Shrewsbury Shropshire SY3 8XL</p> <p><b>Email:</b> <a href="mailto:SHRCCG.CustomerCare@nhs.net">SHRCCG.CustomerCare@nhs.net</a></p> <p><b>Freephone:</b> 0800 032 0897</p> <p><b>Website:</b> <a href="http://www.shropshireccg.nhs.uk">www.shropshireccg.nhs.uk</a></p>
<p>Community Hospitals: Bridgnorth Bishop’s Castle Ludlow Whitchurch</p>	<p><b>Complaints Manager</b> Shropshire Community Health NHS Trust William Farr House Mytton Oak Road Shrewsbury SY3 8XL</p> <p><b>Email:</b> <a href="mailto:complaints@shropcom.nhs.uk">complaints@shropcom.nhs.uk</a></p> <p><b>Telephone:</b> 01743 277616</p> <p><b>Website:</b> <a href="http://www.shropscommunityhealth.nhs.uk/rte.asp?id=10352">http://www.shropscommunityhealth.nhs.uk/rte.asp?id=10352</a></p>	<p>Shropshire Clinical Commissioning Group - as above</p>

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<p>Mental Health Services - including The Redwoods Centre and CMHT</p> <p>Sexual Health Services</p>	<p><b>Chief Executive</b>            Freepost WV2103            South Staffordshire and Shropshire Healthcare NHS Foundation Trust            St George's Hospital            Corporation Street            STAFFORD            ST16 3SR</p> <p><b>Telephone:</b>            Freephone 0800 318850 or 01785 783026</p> <p><b>Website:</b> <a href="http://www.sssft.nhs.uk/service-users-carers/service-relations">http://www.sssft.nhs.uk/service-users-carers/service-relations</a></p>	<p>As before, you can decide to complain to the CCG:</p> <p><b>Customer Care</b>            Shropshire Clinical Commissioning Group            William Farr House            Mytton Oak Road            Shrewsbury            Shropshire            SY3 8XL</p> <p><b>Email:</b> <a href="mailto:SHRCCG.CustomerCare@nhs.net">SHRCCG.CustomerCare@nhs.net</a></p> <p><b>Freephone:</b> 0800 032 0897</p> <p><b>Website:</b> <a href="http://www.shropshireccg.nhs.uk">www.shropshireccg.nhs.uk</a></p>

**Please note:** These services can take complaints by phone, email, letter, or via the on-line form on their website if they have one.

IHCAS recommend that you put your complaint in writing if possible, marking it 'Formal Complaint' and keep a copy for your records. If you need support to put your complaint in writing contact us on **01743 237884** or by email at [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk) and a member of the team will contact you.