



**HAVE YOU ANY - COMPLIMENTS?
COMMENTS?
CONCERNS?
COMPLAINTS?
We want to hear about them**

We aim to provide patients with the best care we can. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it.

We would encourage you to speak to whoever you feel most comfortable with – your doctor, nurse a receptionist or manager – but if you would prefer to give your feedback in writing please send it to

**Lorraine Stewart or Kate Waller, Locality Manager
Lichfield Street Surgery 19 Lichfield Street, Walsall, WS1 1UG.**

You can also send a message via the practice website <http://www.lichfieldstreetsurgery.co.uk/contact> or by filling in one of the forms in the waiting room and putting it in the RED box marked “Suggestions”.

Additional information

If patients don't wish to complain direct to the practice then the route in the first instance should be NHS England.

If you are not happy with the response from NHS England then the next step is to contact the Health Service Ombudsman. Please see contact details below for **NHS England**.

Email – england.contactus@nhs.net type in the Subject tab “for the attention of the complaints team”

Helpline [0300 311 2233](tel:03003112233) – Customer Care Centre

NHS Choices for complaints to other NHS organisations

Website www.nhs.uk/nhsengland/complaints