

Compliments, concerns and complaints

- tell us what you think



NHS Black Country Integrated Care Trust (ICB) is responsible for buying (commissioning) health services for people living in Dudley, Sandwell, Walsall and Wolverhampton.

We commission services from local hospitals, GP practices and other healthcare providers.

We welcome compliments, concerns and complaints, as this information can help us, not only to learn from patients' experiences, but to make improvements to the services we commission.

How to contact us

Write to: Time2Talk Team, Black Country ICB, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH

Email for complaints: bcicb.time2talk@nhs.net

Call: 0300 0120 281

You can contact the organisation which provides/provided the service to you, or us at the ICB. If your complaint relates to the service you received at your GP practice, you need to contact NHS England. Their details, along with other services, can be found on the next page.

We have a responsibility to ensure your complaint is investigated thoroughly, where the person affected by the issue is a patient at one of our GP practices in the Black Country.

If you send your concern to us by mistake, don't worry, we will get your permission and send it on to the right organisation. Your complaint should be made as soon as possible.

We can only look at complaints within 12 months of them happening. You can make a complaint about something that has happened to you, or someone else, if you have their permission.

What information will be needed to make my complaint?


- Your name, address, telephone number and an email address (if available), and the same details if you are complaining on behalf of someone else.
- The date of birth and NHS number (if known), for the person the complaint relates to.
- Tell us what happened and when.
- Where did this happen?
- A list of things that you are complaining about.
- What changes are needed to improve experiences in the future.



When we receive a complaint we will:

- Contact you within three working days.
- Get permission to access the information relating to the complaint.
- Finalise the details and agree a time to respond to you.

Contact details for other NHS organisations

| Organisation | Contact details |
|---|---|
| NHS England commissions: <ul style="list-style-type: none">• Prison health services• Some specialised services | You can contact the service directly: NHS England at england.contactus@nhs.net 0300 311 2233 |
| The Dudley Group NHS Foundation Trust: | Formal complaints dgft.complaints@nhs.net Informal complaints dgft.pals@nhs.net 01384 321035 |
| The Royal Wolverhampton NHS Trust: | rwh-tr.pals@nhs.net 01902 695368 |
| Walsall Healthcare NHS Trust: | patientrelations@walsallhealthcare.nhs.uk 01922 656463 |
| Sandwell and West Birmingham NHS Trust: | swbh.complaints@nhs.net swb-tr.pals@nhs.net 0121 507 6440/4080/5892 |
| Black Country Healthcare NHS Trust: | sed.bchft@nhs.net 0800 587 7720 |
| Contact us in another language: |  |



Other support available to you

There are advocacy services that provide support to anyone who wishes to make a complaint about the NHS, free of charge. If you would like to be referred to an advocacy service to support you in making a complaint, please contact Time2Talk on 0300 0120 281, or via email bcicb.time2talk@nhs.net, who will signpost you to the appropriate advocacy service for your area.

This leaflet is available in another language, or another format such as large print, braille or audio, please telephone: 0300 0120 281 or Email: bcicb.time2talk@nhs.net

Parliamentary and Health Service Ombudsman

If you are not happy with the outcome of your complaint, you can contact the Parliamentary and Health Service Ombudsman (PHSO) free of charge. They can review the way in which your complaint has been handled, but you will need to contact the Ombudsman about your case within 12 months of the final local outcome of your complaint.

Email: PHSO.enquiries@ombudsman.org.uk

Telephone: 0345 015 4033

Website: www.ombudsman.org.uk

