

# Making an NHS complaint

If you have a complaint about any NHS service please let Healthwatch know about it. Your complaint will be logged to enable us to keep track on how the services in South Tyneside are performing. Tel: 0191 489 7952 | Email: [info@healthwatchsouthtyneside.co.uk](mailto:info@healthwatchsouthtyneside.co.uk)

If you have concerns about any aspect of your healthcare, or the service you receive within any NHS service it is best to speak to a member of staff involved with your care. If the staff cannot help you, or you are not comfortable speaking to them you may want to make a formal complaint about an NHS service.

## Do you require support?

If you require support to make a complaint the Independent Complaints Advocacy Service (ICA) can offer both information and practical support:  
Telephone: 0808 802 3000 | Email: [ica@carersfederation.co.uk](mailto:ica@carersfederation.co.uk) | Mon – Fri 9am – 5pm

If you want to make a complaint about a: **GP Practice, Dental Practice, Pharmacy or Optician Service etc.**

Either contact the services Practice Manager or directly to NHS England if you prefer

### NHS England

Telephone: 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
Open: Mon–Fri 8am–6pm Wed 9.30am–6pm

If you want to make a complaint about: **South Tyneside Hospital's Inpatients & Outpatients Dept., Diagnostic and Screening Services, Hospices, Out of Hours, Clinics etc.**

Contact the Advice & Complaints Service  
To express a concern, make a complaint or to offer a compliment.

Telephone: 0191 569 9855 or  
Freephone: 0800 587 6513  
Email: [stsft.adviceandcomplaints@nhs.net](mailto:stsft.adviceandcomplaints@nhs.net)  
Open: Mon–Fri 8:30am – 5pm

If you want to make a complaint about:  
**North East Ambulance Services plus NHS 111 service**

Contact the North East Ambulance Service  
Telephone: 0191 430 2152  
Email: [patientexperienceteam@neas.nhs.uk](mailto:patientexperienceteam@neas.nhs.uk)  
Open: Mon – Fri 8am – 5pm

Or NEAS Patient Liaison Service (PALS)  
offer confidential advice, support and information to sort out any concerns you may have.

Freephone: 0800 0320 202  
Email: [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)  
Open: Mon – Fri 9am – 4.30pm

If your issue has not been resolved contact the **Parliamentary & Health Service Ombudsman**. You can complain to them if an organisation has not acted properly or fairly or has given you a poor service and not put things right. They make final decisions on complaints that have not been sorted out by the NHS in England, UK government departments and some other UK public organisations.

Telephone: 0345 015 4033 | Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) | Website: [www.lgo.org.uk](http://www.lgo.org.uk) | Open: Mon – Fri 8.30am – 5.30pm

You can also report your concern with the Care Quality Commission (CQC) here: [www.cqc.org.uk/contact-us](http://www.cqc.org.uk/contact-us) | Telephone: 03000 616161

If you are unhappy with care or treatment that was not provided, or paid for by the NHS, you should contact the Independent Sector Complaints Adjudication Service (ISCAS). For their contact details, visit their website at [www.iscas.org.uk](http://www.iscas.org.uk)