

Shropshire and Telford Complaints and Patient Advice and Liaison (PALS)

**Worried or concerned about your care and don't know
who to talk to?**

**Your local PALS team is on hand to offer advice and
support**

**This leaflet provides contact details for local health
and
social care organisation's**

**Complaints and PALS Teams across Shropshire and
Telford and Wrekin.**

There are several organisations who provide health and social care within Shropshire and Telford and Wrekin area and service users are encouraged to contact these organisations directly if they require any advice or have any concerns about the service that they have received.

Most organisations have a Patient Advice and Liaison Service (PALS). PALS are there to offer guidance and support and may be able to resolve any issues without the need for a formal complaint.

In addition to this, service users can also seek advice or raise concerns with the organisation who buy local services. This may be the local Clinical Commissioning Group, the Local Authority or NHS England, depending on the service the query relates to.

Clinical Commissioning Groups (CCGs)

CCGs are responsible for buying local health services (with exception of those services detailed in Primary Care below)

Shropshire CCG

Tel: 0800 032 0897

Email: SHRCCG.CustomerCare@nhs.net

Telford and Wrekin CCG

Tel: 01952 580407

Email: twccg.patientservices@nhs.net

Primary Care (GPs, Dentists, Ophthalmologists, Pharmacists & Local Prison Health)

(GP's, Dentists, Ophthalmologists, Pharmacists and local prison health). NHS England are responsible for Complaints regarding Primary Care Services

NHS England Complaints

Tel: 0300 311 22 33

Email: england.contactus@nhs.net

Hospitals

The Shrewsbury and Telford Hospital Trust provide the general hospital services within Shropshire and Telford and Wrekin.

Royal Shrewsbury Hospital

PALS Tel: 01743 261691 or 0800 783 0057

Princess Royal Hospital

PALS Tel: 01952 282888

PALS Email: sath.pals@nhs.net

Complaints Tel: 01743 261000 (ext. 2600)

Complaints Email: sath.complaints@nhs.net

Robert Jones and Agnes Hunt Orthopaedic Hospital

Provides specialist orthopaedic care.

PALS Tel: 01691 404606 or 01691 404608

Email: rjah.pals.office@nhs.net

Complaints Tel: 01691 404687

Email: rjah.complaints@nhs.net

Mental Health Services

Midlands Partnership NHS Foundation Trust is responsible for providing Mental Health Services within the Shropshire and Telford and Wrekin area. Including: - The Redwoods Centre, Community Mental Health Teams, Learning Disabilities Services and Children and Adolescent Mental Health Services (CAMHS).

Midlands Partnership Foundation Trust

Tel: 01785 783026

Email: palsandexperience@mpft.nhs.uk

Formal Complaints Tel: 0300 123 1161

Email: mpftinvestigationsteam@mpft.nhs.uk

Community Services

Shropshire Community Trust services include:- District Nursing, Community Physiotherapy, Specialist Nursing, Community Hospitals (Bridgnorth, Bishop's Castle, Ludlow and Whitchurch), Telford Musculoskeletal Service

Shropshire Community Trust

PALS and Complaints - Tel: 01743 277689 or 0800 032 1107

Email: shropcom.customerservices@nhs.net

Complaints -Tel: 01743 277616

Transport Services

Emergency Transport - West Midlands Ambulance Service

PALS - Tel: 01384 246 370

Email: pals@wmas.nhs.uk

Complaints

Tel: 01384 246366

Email: complaints@wmas.nhs.uk

Non-Emergency Transport - Medical Services Ltd (Falck)

Tel: 01743 762666 or 0203 326 1326

Email: patientfeedback@falck.com

Local Authorities

Local Authorities provide Adult and Children's Social Care, Safeguarding, Public health and other general council services.

Shropshire Council

General Enquiries Line - Tel: 0345 678 9000

Email: customer.feedback@shropshire.gov.uk

Telford and Wrekin Council

Customer Quality Team - Tel: 01952 382006

Email: customer.quality@telford.gov.uk

If you live in Wales and need advice...**Community Health Councils****South Powys**

Tel: 01874 624206

Email: enquiries.powyschc@waleschc.org.uk

North Powys

Tel: 01686 627632

Email: enquiries.powyschc@waleschc.org.uk

Betsi Cadwaladr University Health Board

Tel: 01284 384194

Email: concernsteam.bcu@wales.nhs.uk

Advocacy Services

If you need help to make your complaint you can contact the Independent Health Complaints Advocacy Service. These services are there to help people understand what their options are and to support them through the NHS complaints process.

Shropshire - Healthwatch Shropshire

Tel: 01743 237884

Email: enquiries@healthwatchshropshire.co.uk

Telford and Wrekin - Engaging Communities Staffordshire

Tel: 0800 161 5600

Email: advocacy@ecstaffs.co.uk

Ombudsman

If you are unhappy with the way in which the NHS or Local Authority has handled a complaint and you have exhausted processes locally, then you can request a review with the relevant ombudsman.

Local Authority - Local Government Ombudsman (LGO)

Telephone: 0300 061 0614

Online: www.lgo.org.uk

NHS – Health Services - The Parliamentary and Health Service Ombudsman (PHSO)

Telephone: 0345 015 4033

Online: www.ombudsman.org.uk