



“Tell us what you think!”



# SevernSide

## Integrated Urgent Care

SevernSide is committed to providing the best possible health care service and we welcome any feedback that helps us to ensure we are doing so. It's your service, have your say.

If you have found our service to be a good one, we would love to hear your feedback. You are welcome to complete one of our postcards which are available from reception. If you prefer, you can get in touch by any other method that suits you better (contact details below). It's always great to hear your views. This also applies if you have found our service to be less than satisfactory or have experienced something that didn't work as well as you expected.

If you would like to make a complaint about any aspect of our service, you can:

- **Talk to a member of staff** who can take some details from you
- **Email us:** [severnside.governance@nhs.net](mailto:severnside.governance@nhs.net)
- **Phone us:** 0117 9370900
- **Write to our Head of Governance:**

BrisDoc Healthcare Services: Unit 20 Osprey Court, Hawkfield Rd, Whitchurch, Bristol, BS14 0BB

We hope that you will be satisfied with our response. If you remain dissatisfied however, you can contact the following organisations:

### The Parliamentary and Health Service Ombudsman:

Helpline: 0345 015 4033  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### Care Quality Commission (CQC)

HelpLine: 03000 61 61 61  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)

### NHS England Customer Contact Centre:

Tel: 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
NHS England  
PO Box 16728  
Redditch  
B97 9PT

**SeAp:** Independent Health Complaints Advocate.  
**0330 440 9000**



## YOUR SERVICE YOUR SAY

Your feedback is important to us



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**“Your feedback  
is crucial to  
helps us  
improve our  
service”**

If your complaint is on behalf of somebody else, it is essential we know that you have their permission to act on their behalf. We will send you a complaints consent form that you can ask them to sign and return to us.

Upon receipt of the consent form we will contact them to confirm they are happy for us to proceed and discuss their details with you. If you make a complaint to us we will endeavour to provide you with a comprehensive response.

**We will:**

- Acknowledge receipt of your complaint as soon as possible after we receive it and provide you with a date that you can expect to hear more from us
- Investigate your complaint fully, contacting any staff involved for their comments as appropriate
- Agree with you when to expect a full response from us
- If we need more time to respond to your complaint we will contact you and let you know why

After you have received our response we would be happy to meet with you to discuss any ongoing concerns.