

Compliments, Comments, Complaints or Concerns to enable improvements of NHS services EasyRead Guide



Copies of this leaflet are
available in braille, large print
and audio format on request:



Telephone:



Email:

If your comment involves a...



GP (doctor)



Optician (eyes)



Pharmacy (tablets/injections)

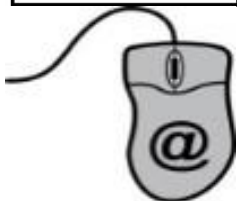


Dentist (teeth)

Contact NHS England:



Telephone: 0300 3 11 22 33



Email: England.contactus@nhs.net

Tell us your views...

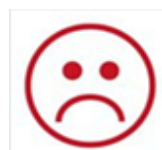
If you want to **make a comment...**



Or, **thank NHS staff...**



Or, if you are **unhappy about something...**



Or, just ask a **question...**



Telephone:



Email:



Website:



Writing a letter to:



**Hampshire
Advocacy**
Community Interest Company

Hampshire Advocacy may be able to help you with advice or support...



Telephone: 02380 776657



Email: info@hampshireadvocacy.org.uk.

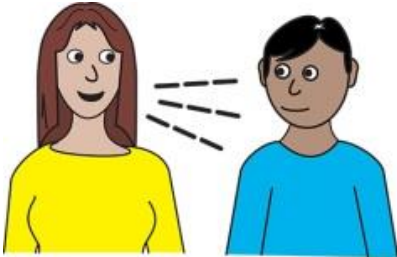


On the website:
<http://hampshireadvocacy.org.uk/>

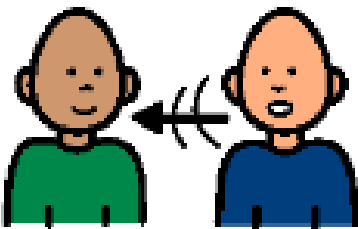
What happens if I complain?



You will not be seen as a troublemaker.
We want to help put things right for you!



We will contact you within 3 working
days of receiving the complaint.



We will discuss your complaint with you
and how we will look into your
complaint.



We will tell you what we will do and
when.
We will not give your personal details to
anyone if you do not want us to.



After your complaint has been fully
investigated, we will send you a written
response.

What happens if I'm still unhappy?



If you are still unhappy you can complain to the Health Service Ombudsman.



Telephone: 0345 015 4033



Website: www.ombudsman.org.uk



Writing a letter to:
The Parliamentary and Health Service
Ombudsman
Citygate
Mosley Street
Manchester M2 3HQ

Hampshire Advocacy offer advocacy services.



Telephone: 02380 776657



Email: info@hampshireadvocacy.org.uk.



On the website:
<http://hampshireadvocacy.org.uk/>

Our Thanks to Easyonthei for use of their images
<http://www.easyonthei.nhs.uk>