

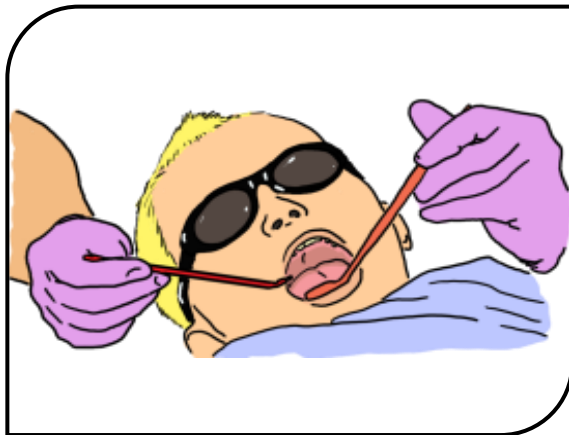
How to complain about NHS services (GPs, Dentists, Opticians and Pharmacies)



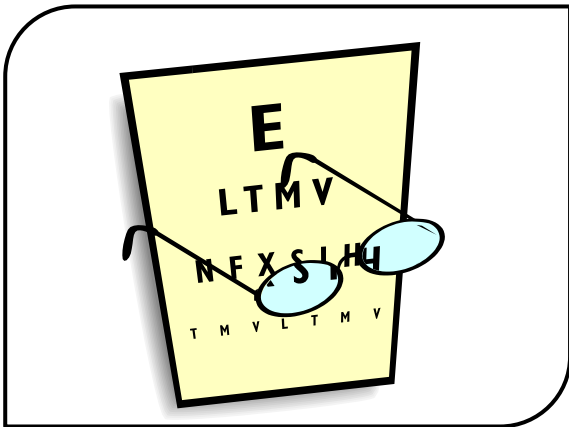
NHS services:



GPs



Dentists



Opticians

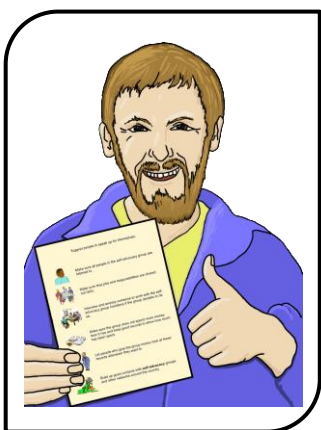


Pharmacies

How to complain:



If you are unsure of the complaints process, you can ask the provider of the service to give you a copy of their **complaints leaflet**.



This leaflet will tell you who to contact and how they will handle your complaint.




Stage 1:

- You can either complain to the provider of the service i.e. **Your doctor**

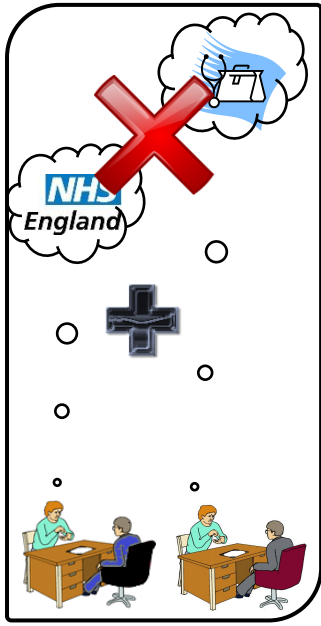


- or you can complain directly to the funder of the service i.e. **NHS England**

 PO Box16738
Redditch, B9 9PT

 0300 311 2233

 england.contactus@nhs.net



Please note you **cannot** complain to **NHS England** if you have logged your complaint with your **GP** first.



Stage 2:

If you are still not happy, you can raise the complaint with the **Parliamentary Health Service Ombudsman**.



Millbank Tower
London, SW1P 4QP



0345 015 4033



Phso.enquiries@ombudsman.org.uk