

# Compliments and Complaints - Who should I contact?

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## GPs, dentists, pharmacists or opticians

If you have a comment, compliment or complaint about GP services, dentist, pharmacy or optician please contact the practice directly in the first instance. If you are unable to resolve your complaint with the practice, please contact:

Address: NHS England, PO Box 16728, Redditch, B97 9PT

Telephone: 0300 311 22 33

Website: [www.england.nhs.uk/contact-us/complaint](http://www.england.nhs.uk/contact-us/complaint)

## Hospitals

East and North Hertfordshire NHS Trust (Lister Hospital, the New QE2, Hertford County Hospital and Mount Vernon Cancer Centre)

Address: Chief Executive, East and North Hertfordshire NHS Trust, Lister Hospital, Coreys Mill Lane, Stevenage, Hertfordshire SG1 4AB

E-mail: [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net)

Telephone: 01438 285811

Website: [www.enherts-tr.nhs.uk/patients-visitors/patient-surveys/concerns-and-complaints](http://www.enherts-tr.nhs.uk/patients-visitors/patient-surveys/concerns-and-complaints)

Princess Alexandra Hospital NHS Trust (Harlow)

Address: The Princess Alexandra Hospital NHS Trust, Hamstel Road, Harlow, CM20 1QX

E-mail: [complaints@pah.nhs.uk](mailto:complaints@pah.nhs.uk)

Telephone: 01239 827084

Website: [www.pah.nhs.uk](http://www.pah.nhs.uk)

## Community Services

Hertfordshire Community NHS Trust

Address: Patient Experience Team, Hertfordshire Community NHS Trust, Howard Court, Tewin Road, Welwyn Garden City, Hertfordshire AL7 1BW

E-mail: [complaints.hchs@nhs.net](mailto:complaints.hchs@nhs.net)

Telephone: 01707 388036

Website: [www.hct.nhs.uk/contact-us/patient-advice-and-liaison-service](http://www.hct.nhs.uk/contact-us/patient-advice-and-liaison-service)



## Mental Health Services

### Hertfordshire Partnership University NHS Foundation Trust

Address: Chief Executive, HPFT, The Colonnades, Beaconsfield Road, Hatfield, Hertfordshire AL10 8YE

E-mail: [complaints@hpft.nhs.uk](mailto:complaints@hpft.nhs.uk)

Telephone: 01707 253916

Website: [www.hpft.nhs.uk/your-involvement/listening-and-learning-from-complaints](http://www.hpft.nhs.uk/your-involvement/listening-and-learning-from-complaints)

### Out of Hours GP/NHS111

### Herts Urgent Care

Address: Chief Executive, Herts Urgent Care, The Old Ambulance Centre, Ascots Lane, Welwyn Garden City, Hertfordshire AL7 4HL

E-mail: [huc.feedback@nhs.net](mailto:huc.feedback@nhs.net)

Telephone: 0808 260 9934

Website: [hucweb.co.uk/contact-us/feedback-complaints](http://hucweb.co.uk/contact-us/feedback-complaints)

### Ambulance Service

### East of England Ambulance Service

Address: Patient Experience, EEAST, Hammond Road, Bedford MK41 0RG

E-mail: [eoasnt.feedback@nhs.net](mailto:eoasnt.feedback@nhs.net)

Telephone: 0800 028 3382 or 01234 243320

Website: [www.eastamb.nhs.uk/Contact-us/Patient-Services/compliments-comments-complaints-concerns.htm](http://www.eastamb.nhs.uk/Contact-us/Patient-Services/compliments-comments-complaints-concerns.htm)