**Integrated Urgent Care Health Professional Feedback Form**

**IN CONFIDENCE**

We welcome feedback from Health and Social Care Professionals to help us to learn and continually improve the NHS 111 service. Please use this form to record any feedback you wish to provide us. This form is not suitable to register Complaints or Incidents. Your correct contact details are important in case we need to contact you for further clarification/ information.

|  |  |  |  |
| --- | --- | --- | --- |
| NHS Number |  | NHS 111 case Number if NHS number not known |  |
|  |  | Date Of Call  |  |
| If either of the above unique numbers are provided there is no need to provide the patient information details below |
| Patient’s Name: |  | Patient’s DOB: |  |
| Patient’s Address: |  | Patient’s Telephone: |  |
| NHS 111 informs all callers that calls may be recorded and monitored for quality, training and safety purposes |
| Has the patient been informed feedback is being provided regards their contact with NHS 111  |  |

|  |
| --- |
| Detail of Feedback/Concerns: (Please consider including any recommendations/desired outcomes)  |
|  |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Your Name:** |  | **Date of Feedback:** |  |
| **Your Job/Role:** |  | **Email Address:** |  |
| **Organisation’s Address:** |  | **Telephone:** |  |

**Thank you for your feedback.**

**Please refer to the next page for instructions on how to return your completed form.**

**How to return your NHS 111 Feedback Form**

Please indicate with a check box the area the patient resides if known.

Feedback can be returned electronically using the appropriate e mail address (list below), via the post to the address below or verbally via the telephone

|  |
| --- |
| **West Midlands NHS 111 Service (highlight area)** |
| [ ]  BSOL[ ]  Coventry & Rugby[ ]  Dudley[ ]  Herefordshire[ ]  Worcester (inc Redditch, Bromsgrove, Wyre Valley[ ]  Sandwell & West B’ham[ ]  Shropshire, Telford and Wrekin[ ]  Walsall[ ]  Warwickshire[ ]  Wolverhampton | **By email to:** **IUCHPFEEDBACK@WMAS.NHS.UK** |

**What happens next?**

Once your feedback form has been received by the NHS 111 service it will be reviewed by the Health Professional Lead for the service or nominated individual.

The response section (see next page) will be completed and any patient identifiable data will be removed from the form and response will be returned within the agreed timeframe. If a delay in meeting this date is anticipated you will be notified.

**The feedback will be recorded via NHS 111 and will be reported on to the local and regional clinical governance groups.**

Your feedback, whether positive or negative, is extremely valuable and a summary of the main points raised by your feedback may be discussed within wider NHS 111 Clinical Governance groups to help shape improvements in the NHS 111 service as a whole.

**FOR USE/COMPLETION BY WEST MIDLANDS NHS 111**

**Response to Feedback**

Thank you for taking the time to provide your feedback. This section is designed to be completed by NHS 111 to give you a quick response (if requested) to the key issues raised in your feedback. If you don’t want to receive the feedback select the NO option on page 1

|  |  |
| --- | --- |
| Initial Response from Review of Feedback/Contact: |  |
|  |

|  |  |
| --- | --- |
| Further Action to be Taken (if required/relevant): |  |
|  |
| Responder’s Name: |  | Date of Response: |  |
| Responder’s Job/Role: |  | Email Address: |  |
| Contact Address: |  | Telephone: |  |

**If there are any queries in relation to this response, please contact us back using the details above.**

West Midlands Ambulance Service – Contact Numbers

The numbers below are not for public distribution.

These numbers are not for any medical queries and should not be used to refer patients into 111.

Healthcare Professionals should access 111 via the correct IVR option when dialling 111

These numbers are intended for GP Out of Hours providers, GP practices, UTCs and other healthcare services that need to contact WMAS 111 for administrative queries.

|  |  |  |
| --- | --- | --- |
| **01384 989200** | **77150** | **Team Manager** |
| **01384 989201** | **77152** | **Shift Manager** |
| **01384 989202** | **77155** | **Clinical Supervisor** |

Complaints from the public should be emailed to complaints@wmas.nhs.uk