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Advice Guidance **Sign Posting**

FINDING A GP, HOSPITAL, DENTIST

NHS Choices Website

www.nhs.uk/choices

Hospitals - Go to Health Services Near You

When you click on the hospitals tag you have two options the first helps you find a hospital in your area, by entering the person's postcode. The second helps you to filter a specialty i.e. finding hip replacement / dermatology/ etc.....

If you click on to the hospital name it gives you more detail.

GP Practices

Gives you a list of GP's in the area accepting new patients.

If you click on to the GP's name in red it gives:

Opening hours

Male / female GP's

Services etc

Dentists

The same information as above is available regarding Dentists

More Services

This lists a huge variety of services including options in your area, it even included Reflexology.

DENTAL ACCESS PRACTICES

For people who have got a sudden or unexpected problem with their teeth and their usual dentist can't offer an appointment:

Call one of the Dental Access Practices:

Wednesfield Dental Practice

Tel: 01902 731734

Address: 74 Lichfield Road, Wednesfield, Wolverhampton, WV11 1TP

Opening times for this service

Day	Session 1	Session 2	Session 3
Monday	09:00 - 13:00	14:00 - 17:30	
Tuesday	09:00 - 13:00	14:00 - 17:30	
Wednesday	09:00 - 13:00	14:00 - 17:30	
Thursday	09:00 - 13:00	14:00 - 17:30	
Friday	09:00 - 13:00	14:00 - 17:30	
Saturday	Closed		
Sunday	Closed		

Additional information

Saturday (appointments can be made for Saturdays)

The Dental Surgery (Blue Cross Dental Practice)

Address: 96 Church Street, Bilston, West Midlands, WV14 0AX

Telephone: 01902 408216

Opening times for this service

Day	Session 1	Session 2	Session 3
Monday	07:30 - 17:30		
Tuesday	08:00 - 17:00		
Wednesday	08:00 - 17:00		
Thursday	08:00 - 20:00		
Friday	08:00 - 18:30		
Saturday	09:00 - 15:00		
Sunday	Closed		

Community Dental Team

The Dental Services provide NHS dental care for children who do not have a family dentist and adults or children with special needs who are registered with a Wolverhampton GP. The service also provides emergency sessions for people in pain who do not have their own dentist.

The mobile dental unit provides dental care to communities with high dental disease rates or who have difficulties in accessing dental care.

They also provide the following specialist services – inhalation sedation for anxious children and special needs patients, and home visits for people who are housebound.

How to access the service

The service is available on self referral by writing to the Dental Management Office (contact details are below), or via a local clinic, or referral from health professionals including General Dental Practitioners, General Medical Practitioners, and other staff.

Locations where the service is provided

Ashmore Park

PCT Dental Service
Ashmore Park Health Centre
Griffiths Drive
Ashmore Park, Wednesfield
WV11 2LH
Tel: 01902 444102

Primrose Lane Dental Clinic

Primrose Lane Health Centre
Primrose Lane
Wolverhampton
WV10 8RN
Tel: 01902 444689

Bilston NHS Dental Access Centre

Bilston Health Centre
Prouds Lane
Bilston
WV14 6PW
Tel: 01902 444111

Wednesfield Dental Clinic

Alfred Squires Health Centre
Alfred Squire
Wednesfield
WV11 1XU
Tel: 01902 575223

Phoenix NHS Dental Access Centre

Phoenix Health Centre
Parkfields Road
WV4 6ED
Tel: 01902 444112

Whitmore Reans Dental Clinic

Whitmore Reans Health Centre
Lowe Street
Whitmore Reans
WV6 0QL
Tel: 01902 444460

Pendeford Dental Clinic

Pendeford health Centre
Whitburn Close
Pendeford
Wolverhampton
WV9 5NJ
Tel: 01902 575226

Mobile Dental Unit

Various community locations in
Wolverhampton.

Contact details

Dental Management Office, Pennfields Health Centre, Upper Zoar Street,
Wolverhampton WV3 0JH
Tel: 01902 444182

If you are not currently registered with a dentist in Wolverhampton and have an emergency situation, you can still get treatment. Please call the Wolverhampton Dental Access Centre on 01902 444 111.

When is the service available?

The Dental Management Office is available:

Monday to Thursday, 8:30am to 12.30pm and 1.30 to 5:00pm

Friday, 8:30am to 12.30pm and 1.00pm to 4:30pm

Urgent Treatment and Out Of Hours Care

Urgent treatment means treatment that the dentist considers necessary to relieve severe pain or prevent your oral condition deteriorating before you can make a normal appointment.

If you need urgent treatment outside of normal opening hours you can contact NHS Direct on 0845 46 47.

Alternatively, a dentist is available to treat dental emergencies in Wolverhampton:

- Saturdays, Sundays and Bank Holidays
9am to 11.30am
Tel: 07774 778597
- Monday – Friday
6.30pm – 8.30pm
Tel: 0793 1459707

All calls are triaged (a triage is a system which sorts medical cases in order of urgency to determine how quickly patients receive treatment) and only the cases that meet the national criteria adopted by the PCT will be seen.

ENTITLEMENT TO FREE DENTAL TREATMENT

You do not have to pay for [NHS dental treatment](#) if, when your treatment starts, you are:

- under 18
- under 19 and in full-time education
- pregnant or you've had a baby in the 12 months before treatment starts
- staying in an NHS hospital and the hospital dentist carries out your treatment
- an NHS Hospital Dental Service outpatient (although you may have to pay for your dentures or bridges)

You can also get free NHS dental treatment if, when the treatment starts or when you're asked to pay:

- you're included in an award of Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Pension Credit guarantee credit
- you're named on, or entitled to, a valid NHS tax credit exemption certificate
- you're named on a valid HC2 certificate

If you're named on a valid HC3 certificate, you may not have to pay for all your NHS dental treatment. HC2 and HC3 certificates are issued under the NHS Low Income Scheme – see below.

You will not be exempt from paying for NHS dental treatment

because you receive one of the benefits below when paid on their own:

- Incapacity Benefit
- contribution-based Jobseeker's Allowance
- contribution-based Employment and Support Allowance
- Disability Living Allowance
- Council Tax Benefit
- Housing Benefit
- Pension Credit savings credit

Proof of your entitlement

You'll be asked to show your dentist written proof that you're entitled to help with dental treatment costs. This will vary depending on your circumstances. To check what documents you will need, see the NHS HC11 leaflet [Help with health costs \(PDF, 287.1kb\)](#).

NHS Low Income Scheme

The NHS Low Income Scheme provides income-related help to people not exempt from charges but who may be entitled to full or partial help with healthcare costs if they have a low income. Anyone can apply as long as they don't have savings or investments over the capital limit. In England, the capital limit is £16,000 (or £23,250 if you live permanently in a care home).

Help is based on a comparison between your weekly income and assessed requirements at the time the claim is made. Entitlement broadly follows Income Support rules to decide how much, if anything, you have to pay towards your healthcare costs, including dental treatment costs.

The NHS Business Services Authority (NHSBSA) website has more information about the [NHS Low Income Scheme](#), including [how to apply](#).

Read the answers to more questions about [dental health](#).

Further information:

- [Are pregnant women entitled to free NHS prescriptions?](#)
- [Tooth decay](#)
- [Fear of the dentist](#)
- [About the NHS: help with dental costs](#)
- [About the NHS: NHS dental services](#)
- [Find a local dentist](#)
- [NHS: NHS dental services in England \(PDF, 340kb\)](#)
- [NHS: Help with health costs \(PDF, 287.1kb\)](#)
- [NHSBSA: help with health costs](#)
- [NHSBSA: NHS Low Income Scheme \(LIS\)](#)

FINDING: SOCIAL CARE SERVICES

Home Carer Issues

Contact Alison Dowlings 01902-550303

City Direct

If you have an enquiry, about Council Services or want to find out more contact City Direct:

e-mail: city.direct@wolverhampton.gov.uk (General enquiries)

Phone: 01902 551155 (General enquiries)

Opening times

- Monday to Friday, 8am to 6pm
- Saturday, 9am to 2pm

Online services

You can also access many local services directly from the Council website

Outside hours emergencies

For emergency calls outside these hours, you can call the our 24 hour emergency out-of-hours service on **01902 552999**.

Remember, for information on all our services, 24 hours a day, 365 days a year, you can use the website.

- Phone: 01902 551166 (Housing or Council Tax Benefit)
- Phone: 01902 551177 (Election and electoral registration)
- Phone: 01902 551188 (Anti-social behaviour reporting line)
- Minicom: 01902 555554
- Fax: 01902 551195

Housing – Repairs – Security – Benefits – Completing Forms – Domestic Tasks – Socialising – Crisis Support

NEIGHBOURHOOD SUPPORT SERVICE

What is the Neighbourhood Support Service?

The Neighbourhood Support Service is a confidential service giving advice and assistance to enable older or physical or sensory disabled people to maintain their home and continue to live independently in the community. The short-term support is funded by Wolverhampton City Council and is free to all clients and is available across all tenures.

Who can apply?

- **People over 60, or physical or sensory disabled people of any age.**

What support can I get?

- A Neighbourhood Support Officer can provide advice and put you in touch with a range of other services in relation to: Housing – including repairs, energy efficiency, home maintenance and security.
- Modifications – to the home making life easier and safer
- Finances – claiming benefits managing debt, planning major purchases, or even making a will
- Staying safe
- Filling forms – dealing with organisations like the bank, Council, NHS or Pensions service
- Socialising – getting out and about, joining social or community groups.
- Domestic tasks – such as shopping

- Care in the home – including bathing, taking medicines or even looking after pets.
- Health Treatment and advice – including hospital visits, chiropody, eating well and taking gentle exercise.
- Developing Skills and hobbies – such as computer skills, painting and other hobbies.
- Crisis Support – offering bereavement counselling, confidence building and help dealing with emotional stress.

It should be noted that whilst the Neighbourhood Support Service is free, a charge may be made by some services which we may refer you to.

What happens if I apply?

A referral for Neighbourhood Support can be made by contacting the team directly by post, telephone, email, and fax or through any other agency. Within 7 working days of the referral being received, a Neighbourhood Support Officer will be in contact and arrange an initial visit to assess support needs.

Who is priority?

Priority will be awarded to those assessed as most at risk of losing their home or independence if they do not receive immediate support.

How does Neighbourhood Support work?

At the initial assessment the Neighbourhood Support Officer will ask the client what help they feel in need of, discuss what may be placing the client's independence at risk and agree a plan of action.

The Support Plan will clearly show the areas of need that the Officers and clients aim to work on, what they hope to achieve and steps they will each take towards a successful outcome.

Contact us:

174 Chervil Rise - postal address only no direct contact
Heath Town
Wolverhampton
WV10 0HP

Phone: 01902 554701

Fax: 01902 552587

Email: nss@wolverhampton.gov.uk

BENEFITS / WELFARE REFORMS / BEDROOM TAX

CAB
26 Snow Hill
Wolverhampton
WV2 4AD

Phone: 01902 572006 – Advice Line Monday to Friday, 9am to 2pm
(excluding Bank Holidays)

Fax: (01902) 572205

Website: <http://www.wolverhamptoncab.org/>

Opening Hours

- Monday to Thursday, 9.30am to 2pm Mon
- Fridays, 9.30 - 1pm and closed the first Thursday of each month

Specialist Services

- Debt
- Employment
- Housing
- Welfare Benefits
- Community Care
- Discrimination
- Deaf Advice

Languages

- Interpreting Services available

TRAVEL VACCINATIONS

Finding Out What Vaccinations You Need

The Fit For Travel website helps give information about the vaccinations you need – just click on the map for the country that you are visiting and then the area in that country. The link for the website is below:

<http://www.fitfortravel.nhs.uk/destinations.aspx>

Free travel vaccinations

The NHS Choices website explains the immunisations that are provided on the NHS and the ones that you will need to pay for. And lists the GP practices that carry out Yellow Fever Vaccinations – please see the link and table below.

<http://www.nhs.uk/conditions/Travel-immunisation/Pages/Introduction.aspx>

The following travel jabs are free on the NHS:

- polio (given as a tetanus, diphtheria and polio booster)
- typhoid
- the first dose of hepatitis A
- cholera

These vaccines are free because they protect against diseases thought to represent the greatest risk to public health if they were brought into the country.

Many GPs do not charge for the second (booster) dose of hepatitis A or the combined hepatitis A and hepatitis B vaccine.

Private travel vaccinations

You're likely to have to pay for travel vaccinations against meningococcal meningitis, hepatitis B, yellow fever, rabies, tuberculosis, Japanese encephalitis and tick-borne encephalitis, regardless of whether you have the vaccinations at your GP surgery or at a private travel clinic (though GPs can opt not to charge you).

If your GP refuses your request for travel vaccinations on the NHS and you want to take it further, then you should contact : **NHS England** england.contactus@nhs.net Tel: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Yellow Fever Vaccinations

The NHS Choices website lists the GP practices that carry out Yellow Fever Vaccinations – please see the link and table below.

<http://www.nhs.uk/conditions/Travel-immunisation/Pages/Introduction.aspx>

Centre	Practitioner	Map	Address	Telephone No
Drs Passi & Handa - Leicester Street Medical Centre	Dr Passi, U	Map	Leicester Street, Whitmore Reans, Wolverhampton, WV6 0PS	01902 424 118
Penn Surgery	Dr Bush, D	Map	2A Coalway Road, Penn, Wolverhampton, West Midlands, WV3 7LR	01902 333 408
Russell House	Dr Wakeman, Anne	Map	Bakers Ways, Codsall, Wolverhampton, WV8 1HD	01902 842 488
Penn Manor Medical Centre	Dr Glover, H F B	Map	Manor Road, Penn, Wolverhampton, West Midlands, WV4 5PY	08444 127 239

Centre	Practitioner	Map	Address	Telephone No
Bilbrook Medical Centre	Dr Maidment, Peter	Map	Brookfield Road, Bilbrook, Wolverhampton, West Midlands, WV8 1DX	01902 847 313
Albrighton Medical Practice	Dr MacDonald, D R	Map	Shaw Lane, Albrighton, Wolverhampton, WV7 3DT	01902 372 301
Cannock Road Surgery	Dr Linnemann, Margaret P	Map	60 Cannock Road, Wednesfield, Wolverhampton, WV10 8PJ	01902 739 973
Drs Passi & Handa - Owen Road Medical Centre	Dr Passi, Uma	Map	Owen Road, Pennfields, Wolverhampton, West Midlands, WV3 0AJ	0845 072 4620
Castlecroft Medical Practice	Dr Lennox, Alison	Map	Castlecroft Avenue, Wolverhampton, West Midlands, WV3 8JN	01902 761 629
Boots - Wolverhampton	Dr Marshall, G B	Map	40-42 Dudley Street, Wolverhampton, WV1 3EX	01902 427 145
Superdrug Wolverhampton	Dr Mac Sweeney, E	Map	65-67 Mander Square, Wolverhampton, Staffordshire, WV1 3NN	website booking only

Gender Identity Disorder Clinic Centres

What the NHS Commissioning Board commissions

The NHS Commissioning Board (NHS CB) commissions gender identity disorder services from Specialist Gender Identity Disorder Clinic Centres. This includes specialist assessment, non-surgical care packages, transgender surgery and associated aftercare.

In this context, commissioning includes deciding which treatments should be commissioned by the NHS CB – in the light of clinical and cost effectiveness information – and which should not. Clinical Commissioning Groups (CCGs) do not commission any elements of this service, regardless of whether or the NHS CB funds them. CCGs should not accept requests to fund these treatments.

CCGs are responsible for the initiation and ongoing prescribing of hormone therapy and for organising blood and other diagnostic tests as recommended by the Specialist Gender Identity Disorder Clinic Centres.

Why the service is commissioned by the NHS Commissioning Board?

This service is commissioned by the NHS CB because:
the number of individuals requiring the service is very small;
the cost of providing the service is high because of the specialist interventions involved; the number of doctors and other expert staff trained to deliver the service is very small;

Wheelchair Loans

Landywood District Voluntary Help Centre
154 Walsall Road
Great Wyrley WS6 6NQ

Tel: 01922 **418381**

Web: <http://www.redcross.org.uk>

**Monday to Thursday 10am-11:30am - Tuesday & Wednesday
1:30pm-3pm**

Wheelchair can be borrowed for up to 4weeks - £10 deposit for each week and deposit is refunded back when the wheelchair is returned. To hire the wheelchair – need to form of ID, Household bill, passport ort anything with the name & address of the person

Complaints

Wolverhampton Health Advocacy and Complaints Service (WHACS)

Tel: 01902 572 399

Website: www.whacs.org.uk

WHACS is funded by Wolverhampton City Council, and managed by the disabled people's organisation One Voice, in partnership with Access2Business.

This is a new service for Wolverhampton citizens, and is similar to the service that was provided across the Black Country by ICAS/Powher. The service provides help from Professionals to support you make a complaint about Health Services.

It is for NHS patients who are Wolverhampton citizens, and who have a difficulty or complaint regarding the service they get from the NHS. WHACS will provide an advocate to help them through the NHS complaints process or to help them to have their say about the service/treatment they have received from the NHS.

The service provides advocacy on a specific issue, and clients referred to the service will have an advocate matched with them to deal with a defined problem. It will not be an ongoing relationship.

All our advocates are trained in advocacy, and some will have expertise in other areas like healthcare, law etc.

Contact person:

Laura Gradwell – Advocacy Administration Officer

laura@whacs.org.uk

(based at Access 2 Business, Tempest Street)

The advocates are based at 1Voice, Regent House

New Cross Hospital, West Park Hospital, Health Visitors, Gem Center, Chiropody, Phoenix Center etc
(most community based health services)

PALs

Royal Wolverhampton NHS Trust

New Cross Hospital

Wednesfield Road, Wolverhampton. WV10 0QP

Tel: 01902 695362

Email: rwh-tr.pals@nhs.net

Patient Advice and Liaison Services (PALS) provide information, advice and support to help patients, families and their carers.

The PALS team can be contacted on 01902 695362. We also have a mobile number 07880 601085. Our email address is <mailto:rwh-tr.pals@nhs.net>.

If you are coming to the hospital and want to drop in and speak to us our office is located in the Patient Information Centre. We are there between 9am and 5pm Monday to Friday.

PALS provide:

- confidential advice and support to patients, families and their carers
- information on the NHS and health related matters
- confidential assistance in resolving problems and concerns quickly
- information on and explanations of NHS complaints procedures and how to get in touch with someone who can help. More
- information can be found from the Complaints policy section of the DH website.
- information on how you can get more involved in your own healthcare and the NHS locally.
- a focal point for feedback from patients to inform service developments
- an early warning system for NHS Trusts, Primary Care Trusts and Patient and Public Involvement Forums by monitoring trends and gaps in services and reporting these to the trust management for action. More information on Patient and Public Involvement

Forums is available from the 'Commission for Patient and Public Involvement in Health' or 'Make Time For Health' websites

PALS act on behalf of their service users when handling patient and family concerns. They liaise with staff, managers and, where appropriate, other relevant organisations, to negotiate speedy solutions and to help bring about changes to the way that services are delivered.

PALS will also refer patients and families to local or national-based support agencies, as appropriate. For more detailed information, please see the PALS core functions link below.

Phoenix centre manager - Molly Henriques Dillion 01902-444660 (review district nurses home visits)

Mental Health & Learning Disability – Health Services
(Penn Hospital)

Complaints Team at BCPFT
Black Country Partnership NHS Foundation Trust
Delta House, Greet's Green Road, West Bromwich. B70 9PL

Tel: 0121 612 8030
Freephone: 0800 587 7720
Email: complaints@bcpft.nhs.uk

We welcome comments about our service. If you feel our services have not met the standards you expect, please tell us. Sharing your concerns can help improve our services both for yourself and for others. There are several ways to raise issues with the Trust, which you can find out about below.

How can the Patient Advice and Liaison Service (PALS) help?

- look into any concerns raised as soon as possible
- receive compliments and pass them on to staff to help promote good practice
- ensure any verbal PALS concern not resolved in one working day will be dealt with as a formal complaint
-

There are a number of ways you can contact PALS. You can call, send a letter, and send an e-mail.

Formal Complaints

We understand that it may not be an easy decision to complain and we assure you that it will not affect your care or treatment. By complaining, we can try to sort the problem out for you, and improve our services for the future.

You can make a formal complaint if the event happened in the last 12 months, or if you became aware that you had something to complain about in the last 12 months. These time limits could be reviewed if there are good reasons why you couldn't complain earlier.

If you are unable to complain yourself, then someone else can complain for you with your agreement.

How to make a formal complaint

If you want to make a formal complaint please contact the Patient and Public Involvement Department to tell them what has happened. You can call or send them a letter. You'll then be offered a meeting to talk about your complaint in more detail, how long it might take to sort out the complaint, and what the result of the complaint might be. An investigation will then take place to find out what has happened. When the investigation is over you will be sent a letter to explain what has been decided. This could be up to 6 months after you made the complaint.

To make a formal complaint, please write to (no stamp needed):

FREEPOST RRRG-BBTC-UKSE
Patient and Public Involvement Department
Sandwell Mental Health and Social Care NHS Foundation Trust
Delta House
Greets Green Road
West Bromwich
B70 9PL

Or telephone:

Freephone: 0800-587-7720

Telephone: 0121-612-8030

Or e-mail: complaints@bcpft.nhs.uk

GP's / Pharmacists / Dentists

Complaints should be made direct to your GP's / Pharmacists / Dentists.

If you have tried to resolve your complaint with your GP, Pharmacist or Dentist and the matter has not been resolved, then you can register an official complaint to NHS England via the Complaints Manager.

How to make a complaint to the NHS England

How to Make a Complaint

NHS England prefer to receive complaints in writing by post or email – but if this will be difficult they will take complaints over the phone.

The Wolverhampton Health Complaints Advocacy Service can help people to write to NHS England. Tel: 01902 572399

By post

NHS England
PO Box 16738
Redditch
B97 9PT

Electronically using our email address

england.contactus@nhs.net

Please write 'For the attention of the Complaints Manager' in the subject line.

By telephone

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

We will take a note of your complaint and arrange for it to be passed to the Complaints Manager.

What you need to provide

You should provide as much information as possible to allow the Board to investigate your complaint. This should include some or all of the following:

- your name and a valid email or home address for receipt of reply;
- a clear description of your complaint;
- NHS England aim to respond to all complaints within 20 working days. If they are unable to reply within this time, it will let you know and provide a realistic estimate of when you can expect a reply.

What we do next?

Send acknowledgement

Where the complainant has provided a valid email address, they will send an automatic acknowledgement to them on the same day the complaint is recorded. This acknowledgement will explain the intention to respond to the complaint within 20 working days. If they are unable to reply within this time, it will let the complainant know and provide a realistic estimate of when they can expect a reply.

Investigate the complaint

The Complaints Manager then investigates the complaint. This involves a thorough review of all the related and relevant correspondence that they have received from and sent to the complainant in relation to their specific complaint. It may also involve liaising with relevant policy officials, correspondence officers or third parties.

The Complaints Manager will form an opinion of whether the complainant's original complaint was handled correctly and as well as it could have been. They will consider whether the complainant's questions were answered and whether they suffered any kind of injustice or hardship because of the service.

To quote the Parliamentary and Health Service Ombudsman (PHSO), the outcome of handling the complaint should be to provide a "fair and proportionate" remedy. NHS England's Complaints Manager endeavors to meet this goal.

Further escalation

If you are not content with the reply that the Complaints Manager provides then the next step is to escalate your complaint to the Parliamentary and Health Service Ombudsman (PHSO).

Details of how to contact the PHSO will be included in the Complaint Manager's reply. However, please also see this information below for assistance:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP
0845 015 4033

Email: phso.enquiries@ombudsman.org.uk

The PHSO exists to provide a service to the public by undertaking independent investigations into complaints that government departments, a range of other public bodies in the UK, and the NHS in England have not acted properly or fairly or have provided a poor service.

The Parliamentary Ombudsman (or [Parliamentary Commissioner for Administration](#)) draws her powers almost wholly from the Parliamentary Commissioner Act 1967, as since amended.

The Ombudsman has the same powers as a court of law. The Board therefore has a legal duty to cooperate fully with any enquiry or investigation that the PHSO carries out in relation to a complaint about the Board and to provide any relevant documents.

If the complainant is then unhappy with the Ombudsman's decision, they can appeal directly to the Ombudsman. Details of how to do this can be found on the [PHSO's website](#). Once the Ombudsman or one of her senior staff has considered the complaint concerning their decision and sent a response, their decision is then final. They will acknowledge any further correspondence from the complainant but, unless they raise new issues that they consider significant, they will not send further replies. If the complainant is still unhappy with the outcome, they can submit an application for judicial review, usually within three months of the decision.

Social Services – Wolverhampton City Council

Day Centers – - Mental Health Services - Learning Disability Services – Older People Services – Young Peoples services – Care Homes

**Customer Relations Team
Office of the Chief Executive
Wolverhampton City Council
Civic Centre
St. Peter's Square
Wolverhampton
WV1 1SH**

Phone: 01902 550363

E-mail: complaints@wolverhampton.gov.uk

Making a complaint

When the Council receives a complaint from you, we will send you an acknowledgement within seven days of receiving your complaint. This will tell you who is dealing with your complaint.

What to expect

You should expect to receive a final response within 28 days from when we received your complaint.

If your complaint is more complex then more time may be needed to do a thorough investigation. However, we will advise you if more time is needed and when you can expect to receive a response from us.

How do I complain?

You can send the Council a complaint by:

- Using the [online complaint form](#)
- Send an e-mail to: complaints@wolverhampton.gov.uk
- Use the paper Complaints and Compliments form. These are available from the Civic Centre and all council buildings. The form is available in Arabic, Bengali, English, Farsi, Gujarati, Hindi, Punjabi and Urdu
- Visit the Civic Centre
- Send a letter to or contact:

Accessing Hospital Mental Health Records

Ann Jones Tel: 0121-612-8028
Email: ann.y.jones@bcpft.nhs.uk

<http://www.bcpft.nhs.uk>

Black Country Partnership NHS Foundation Trust
Delta House
Delta Point
Greets Green Road
West Bromwich
West Midlands
B70 9PL

General Enquiries

0845-146-1800

Fax: 0121-612-8090

E-mail: enquiries@bcpft.nhs.uk

- **Access to Records** | records@bcpft.nhs.uk
- **Complaints** | 0121-612-8030 or freephone 0800-587-7720 | complaints@bcpft.nhs.uk
- **Freedom of Information Requests*** | foi@bcpft.nhs.uk
- **Membership Enquiries** | 08000-130-103 | membership@bcpft.nhs.uk
- **Patient Advice and Liaison Service (PALS)** | 0121-612-8030 or freephone 0800-587-7720 | pals.officer@bcpft.nhs.uk

Accessing medical records, fees, accessing records on someone else's behalf, (process)

<http://www.nhs.uk/chq/pages/1309.aspx?categoryid=68>

IMPORTANT – please read the notes on before you proceed with your application.

The Data Protection Act 1998 gives every living person the right to apply for access to their health records. You may be charged to view your health records or to be provided with a copy of them.

There may be a charge to view your health records or to be provided with copies of them. **The fees are the same whether it is an individual applying for access or a representative i.e. Solicitor applying on your behalf.**

Black Country Partnership NHS Foundation Trust's charging scale is as follows:

- i) For providing hard copies of Computerised Records £10.00.
- ii) For Providing hard copies of all or part of manually held paper records the fees shall be calculated on a sliding scale (detailed below);
 - a. Up to 75 A4 pages = £25.00
 - b. Over 75 A4 pages = £50.00 (statutory maximum)
- iv) For "Supervised Access", (simply to allow you or your representative to view the manual or computerised records) there shall be a standard fee of £10.00. This fee does not allow the applicant to be given copies of the records to take away with them.

Note: If a person wishes to view their health records and then wants to be provided with copies, this would still come under the one access request. The £10 maximum fee for viewing would be included within the £50 maximum fee for copies of health records.

Under the Data Protection Act 1998, there is no obligation to comply with an access request **unless** the Record Services Manager is given enough information to fully identify the applicant and locate the information and the required fee has been paid.

Once the Trust has all the relevant information **and appropriate fee**, we will comply with your request no later than forty days from the date your request was received. In exceptional circumstances, if it is not possible to comply within the forty days period the applicant will be informed.

Under the Data Protection Act 1998 there are certain circumstances in which the health care professional may withhold information. Access may be denied, or limited, where the information might cause serious harm to the physical or mental health or condition of the patient, or any other person, or where giving access would disclose information relating to or provided by a third person who had not consented to the disclosure.

When or if the health records are released, if the information is not readily intelligible, the Record Services Manager will not comment or advise on the content of the record and if the applicant raises enquiries, an appointment with a health professional may be offered.

Complaints about any aspect of an application to obtain access to health records should be discussed firstly with the Record Services Manager. If this is unsuccessful a complaint can be made to: **Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF**

Accessing Medical Records at New Cross Hospital

Accessing the medical records: you need to apply through data protection team Call 01902 695544 (Jeannette Hinton) and the team will send out an application form.

Completed application form need to be sent back with £10 cheque and form of ID (copy of passport, birth certificate etc) to:

Data Protection Team
Wolverhampton Road
Heath Town
Wolverhampton
West Midlands WV10 0QP

You will be charged 35 pence for each paper copy and maximum charges will be £50.

<http://www.royalwolverhamptonhospitals.nhs.uk>

Tel: 01902 307999

Fax: 01902 695600

Accessing GP Medical Records

Write to your GP surgery requesting access to records, there may be a charge (each surgery charges different rate)

For further assistance contact:

Wolverhampton CCG

Tel: 01902 444517

Walsall CCG

Tel: 01922 618388

If patient has died and family need the medical records then contact:

Ian Skyte

Tel: 01902 447121

Sue Leicester

Tel: 01902 447127

Records are stored for 10 years after the death.