

How to make complaint, or leave a compliment, about the NHS 111 Out Of Hours Services



STEP 1



You can phone the
London Central & West
Unscheduled Care Collaborative

020 8927654



Or send them an email

info@lcw.nhs.uk

Or write to them:



Chief Executive
LCW UCC
St Charles Hospital
Exmoor Street
London
W10 6DZ



IMPORTANT

Complaints need to be made within 12 months (one year) of the date the problem happened.



They will let you know within three working days that they have received it.



Every complaint is different so some take longer to sort out than others.

NEED MORE HELP?



If you need help, ask for an Advocate.



See our video on our website for more information about Advocacy.



Or Contact Healthwatch Enfield for more information:



By telephone on

020 8373 6283



Monday to Friday

Between 9am - 4pm



Or text us on 07526 645 683



Or send us an email at

admin@healthwatchenfield.co.uk

Or write to us

(no stamp needed) at:



FREEPOST RTGT-SRCL-ABRS Healthwatch
Enfield
Community House
311 Fore Street
London
N9 0PZ

