

# COMMENT OR COMPLAINT?

Practical online guide to challenging  
mental health stigma and discrimination  
in public services or the workplace

**time to change**  
**surrey**

let's end mental health discrimination

**“Mental illness is  
nothing to be ashamed of,  
but stigma and bias  
shame us all.”**

***Bill Clinton***

If you think you have been treated unfairly due to mental ill health by public services or in the workplace, education establishments or elsewhere, this guide aims to provide information on how you can comment or complain to a range of public facing organisations.

## **9 out of 10 people fighting mental ill health experience stigma.**

Time To Change Surrey is a campaign to raise awareness and reduce stigma around mental health by working with individuals, businesses, organisations and education establishments across Surrey. This practical booklet gives information and advice along with examples of how stigma has been experienced by some of the Time To Change Surrey Mental Health Champions (names have been changed). The stories will resonate with many people who live with mental ill health – directly as someone with a mental illness or indirectly as a carer, family member, friend or colleague. You'll find the stories at intervals through the directory . We know there is excellent work in primary, acute and community care but these stories sadly illustrate where mental health stigma can sadly appear.

If you would like to know more about the Time To Change Surrey anti-stigma campaign, email [megan.aspel@sky.com](mailto:megan.aspel@sky.com)

### **Time To Change Surrey**

[surreycc.gov.uk/social-care-and-health/adults/disability-and-mental-health/mental-health/time-to-change](https://surreycc.gov.uk/social-care-and-health/adults/disability-and-mental-health/mental-health/time-to-change)

### **National Time To Change campaign**

[www.time-to-change.org.uk](https://www.time-to-change.org.uk)

**Please note:** the national Time To Change is scheduled to end in March 2021. Check the website for updates

## HOW TO MAKE A COMMENT OR COMPLAINT

The most important thing to do is keep a record of what happened. It can be difficult to complain to someone – or some organisation – about discrimination or stigma you believe you experienced, without a detailed account. Even if it happened a while ago but it has played on your mind and you now wish to raise concerns, put together all the details as you recall them, with names, dates, times if possible, the situation you were in at the time, when / where it took place and what was said or done. End with how it affected you and your mental health, at the time and since. Whilst you want to convey how it made you feel, always tip the balance from emotions towards facts. All organisations you deal with will / should have a Complaints Procedure with a step by step guide to follow.

Please note: during the Covid-19 pandemic, organisations are doing their best to process and resolve comments and complaints. However things can take longer than usual so bear this in mind when you are considering making a complaint.

If you feel you need help with making a complaint there are advocacy services in Surrey that can help you:

### **Advocacy in Surrey**

This organisation will help you make a complaint about an NHS service

T: 0300 030 7333

Text: 07561 392 818

[www.advocacyinsurrey.org.uk](http://www.advocacyinsurrey.org.uk)

or visit:

### **Health Watch Surrey**

[www.healthwatchesurrey.co.uk](http://www.healthwatchesurrey.co.uk)

### **Matrix Advocacy**

[www.matrixsdt.com](http://www.matrixsdt.com)

### **Surrey Disabled People's Partnership (SDPP)**

[www.sdpp.org.uk](http://www.sdpp.org.uk)

# INDEX

This Directory tries to cover the main organisations and services that you may come into contact with and wish to make a complaint or comment about. It is not an exhaustive list so please refer directly to any organisation / service not mentioned and request information on 'How to make a Complaint'.

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- Police & Crime Commissioner Surrey
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- Social Care Services
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# DIRECTORY

# A

## Adult Social Care

Contact the person or team that delivers the service you wish to complain about.

Fill in the online customer complaint form:

[www.surreycc.gov.uk/council-and-democracy/contact-us/complaints-comments-and-compliments/adult-social-care](http://www.surreycc.gov.uk/council-and-democracy/contact-us/complaints-comments-and-compliments/adult-social-care)

or contact the Adult Social Care Customer Relations Team at:

**Address:** Adult Social Care Customer Relations Team, Surrey County Council, Millmead House, Millmead, Guildford, Surrey GU2 4BB

**Email:** asc.customerrelations@surreycc.gov.uk

**Tel:** 01483 518300

For any other queries please call the Adult Social Care Information and Advice Line on: 0300 200 1005.

If you are still unhappy and feel your concerns have not been resolved, you can ask the Local Government & Social Care Ombudsman to review the way your complaint was handled.

The Local Government and Social Care Ombudsman Tel: 0300 061 0614

## Ambulance

### South East Coast Ambulance Service NHS Foundation Trust

Patient Experience Team,  
South East Coast Ambulance  
Service,  
40-42 Friars Walk,  
Lewes, East Sussex  
BN7 2XW

**T:** 0300 1239 242

**Text/SMS:** 07824 625370

[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

# RUTH'S STORY:

**“In my experience A & E departments are not always sensitive in their treatment of people with mental health problems.**

“To illustrate this, my son – who has a diagnosis of schizophrenia – enjoys riding his bike. One day, unbeknown to me at the time, he was cycling down a fairly steep hill when he slid on some gravel and had a nasty fall from his bike. He had some bad cuts and bruises with gravel from the road embedded in the wounds. His shirt was torn to shreds. A very kind motorist stopped, picked him up, even gave him a shirt, put his bike in the back of his car and drove him about 10 miles to the local hospital.

“The motorist’s kindness was in sharp contrast to the treatment he received at A & E. A nurse did a quick assessment and told him to go home and have a shower and then come back for treatment! He didn’t question it – just got on his damaged bike and rode approximately 3 miles back to my house. I was appalled. He had a shower and I drove him back to A & E – he had no change of clothes so put the borrowed shirt back on (now also with blood stains on it) and the trousers he’d been wearing.

“We arrived back and the same nurse confronted him in front of all the other patients waiting, with ‘Have you had a shower?’ ‘Yes,’ he replied.

‘Oh, I just wondered,’ she said ‘because you’re wearing the same shirt.’

“We then sat and waited. As we did I had an idea of what would happen when he was eventually called in to the treatment room: they would ask him if he was on any medication. He would have to reply yes, anti-psychotic medication and, I believed alarm bells would then ring. He went in to the treatment room. Sure enough, a nurse appeared to say to me “Would you mind coming to sit with your son while we treat him?”

“The question that Ruth and her son were left with was why did the first nurse tell him to go home and shower?! Would she have done so to some other person in a road accident? We could only conclude that when she took his name, it was flagged – because he was ‘known’ to the NHS as someone with mental health problems. Ruth will never know for sure on that one. But she was made very sure of the general attitude, stigma and wariness shown towards her son when they requested her presence in the treatment room!”



# KATHLEEN'S STORY:

**“I had just got divorced. It was a short marriage really – just three years. It was three years of hell though as I was made to feel useless and a bad person by my husband. Emotional domestic abuse I now know it was.**

“But far from feeling free and liberated once I'd left, I began to get increasingly depressed – it was almost as though I was carrying on the abuse myself...

“One evening I decided to cut my wrists. I cut one – the blood started pouring. I had a realisation this was not what I wanted to do – was I going to let him win after all?!

“Somehow I managed to get in the car and drive to a friend nearby. She immediately took me to A & E. I suppose I was seen quite quickly given the nature of the cut. There were two nurses and I heard one say to the other “Another bloody time-waster”. I heard the other nurse, thankfully, say “No you can't say that – you don't know what's going on for her.”

“A doctor saw me. He asked ‘Did you mean to kill yourself’.

“I thought for a while – had I meant to? It was absolutely the right question to ask (I know that from a suicide prevention course I went on). What was going through my mind at the time? Eventually I said ‘No, no I wasn't – I was in despair but the fact that I drove to my friend..... no I wasn't trying to kill myself.’”

“Almost the worst thing about that experience was that nurse's comment – that I suppose I wasn't meant to hear. Or was I? It stayed with me – it stays with me even today and I've come a long way from those dark days. But the knowledge that she, a nurse, could dismiss me – and others – so coldly is something I can't forget. I was so grateful to her colleague for saying what she did – but those words that just showed pure stigma – well, they never quite go away...”

# B

## Benefits

If you wish to make a complaint about a benefit you are receiving or changes to your benefit, in the first place contact the department stated in any correspondence you have received. When contacting them state:

- your National Insurance number – unless you are an employer
- your full name, address and contact numbers
- which benefit you are complaining about
- what happened, when it happened and how it affected you
- what you want to happen to put things right

For more information contact the Department of Work & Pensions at:

[www.gov.uk/government/organisations/department-for-work-pensions/about/complaints-procedure](http://www.gov.uk/government/organisations/department-for-work-pensions/about/complaints-procedure)

where you will find a range of help and signposting.

## Borough & District Councils / Local Government

Main services: housing; benefits; waste and recycling; council tax; parking and streets; environmental. You can also contact your local councilor via the council's website.

Each borough and district council has its own comments and complaints procedure. See below for the links to how to make a complaint. Often these are an online form. If a link does not work, please visit your council's website.

If you have made a complaint to your local council and you are not satisfied your complaint has been put right, you can take your complaint to the Ombudsman. All the information you need is on their website:

[www.lgo.org.uk/make-a-complaint](http://www.lgo.org.uk/make-a-complaint)

## Elmbridge Borough Council

Civic Centre,  
High Street,  
Esher,  
Surrey,  
KT10 9SD

**T:** 01372 474474 (Monday to Friday  
8.45am - 4.30pm)  
(no SMS given)

[www.elmbridge.gov.uk/council/  
suggestions-compliments-and-  
complaints](http://www.elmbridge.gov.uk/council/suggestions-compliments-and-complaints)

## Epsom & Ewell Borough Council

Town Hall,  
The Parade,  
Epsom,  
Surrey,  
KT18 5BY

**T:** 01372 732000.  
(no SMS given)

[www.epsom-ewell.gov.uk/  
complaints](http://www.epsom-ewell.gov.uk/complaints)

## Guildford Borough Council

Customer Services,  
Millmead House,  
Millmead,  
Guildford, Surrey,  
GU2 4BB

**T:** 01483 505050  
(no SMS given)

[www.guildford.gov.uk/  
article/18596/Complaints-policy-  
and-procedure](http://www.guildford.gov.uk/article/18596/Complaints-policy-and-procedure)

## Mole Valley District Council

MVDC,  
Pippbrook,  
Dorking,  
Surrey, RH4 1SJ

Mental Health Services:  
Older People Team.

**T:** 01372 203440.  
**SMS:** 07717 989024.

**T:** 01306 885001, Monday to  
Friday 8.30am to 5pm.

[www.molevalley.gov.uk/home/  
council/feedback-complaints-fois/  
complaints](http://www.molevalley.gov.uk/home/council/feedback-complaints-fois/complaints)

## Reigate & Banstead Borough Council

Reigate Town Hall  
Castlefield Road  
Reigate,  
Surrey,  
RH2 0SH

**T:** 01737 276000  
**SMS:** 07834 626468 (if you are deaf or hard of hearing)

[www.reigate-banstead.gov.uk/  
info/20313/contact\\_us/992/  
complaints\\_procedure/2](http://www.reigate-banstead.gov.uk/info/20313/contact_us/992/complaints_procedure/2)

## Runnymede Borough Council

Runnymede Civic Centre,  
Station Road,  
Addlestone,  
Surrey,  
KT15 2AH

**T:** 01932 838383  
Textphone (via Text Relay): 18001  
0300 200 1004

[www.runnymede.gov.uk/  
article/15100/Comments-  
complaints-and-compliments](http://www.runnymede.gov.uk/article/15100/Comments-complaints-and-compliments)

## Spelthorne Borough Council

Knowle Green  
Staines-upon-Thames  
TW18 1XB

**T:** 01784 451499  
(no SMS given)

[www.spelthorne.gov.uk/  
article/16561/Complaints-  
procedure](http://www.spelthorne.gov.uk/article/16561/Complaints-procedure)

## Surrey Heath Borough Council

Surrey Heath House,  
Knoll Rd,  
Camberley,  
Surrey,  
GU15 3HD

**T:** 01276 707100 (Monday –  
Thursday 8.30am-5pm, Friday  
8.30am-4.30pm).  
(no SMS given)

[www.surreyheath.gov.uk/council/  
complaints-compliments](http://www.surreyheath.gov.uk/council/complaints-compliments)

## Tandridge District Council

Council Offices,  
8 Station Road East,  
Oxted,  
Surrey RH8 0BT.

**T:** 01883 722000.

If you are hard of hearing /  
deaf you can:

- Dial 18001, followed by 01883 722000 from your textphone, to

have a TextRelay conversation

- Send Customer Services a text to 07860 027780, using the code HH1 at the start of your message.

[www.tandridge.gov.uk/Report/Compliments-complaints-and-feedback](http://www.tandridge.gov.uk/Report/Compliments-complaints-and-feedback)

## Waverley Borough Council

The Burys  
Godalming  
Surrey GU7 1HR

**T:** 01483 523333

Mondays - Thursdays 8.45am-  
5.15pm and Fridays 8.45am-  
4.45pm  
(no SMS given)

[www.waverley.gov.uk/info/200313/about\\_your\\_council/132/complaints\\_compliments\\_and\\_suggestions](http://www.waverley.gov.uk/info/200313/about_your_council/132/complaints_compliments_and_suggestions)

## Woking Borough Council

Civic Offices  
Gloucester Square  
Woking  
Surrey  
GU21 6YL

**T:** 01483 755855 - Monday -  
Friday - 9am - 4.45pm  
(no SMS given)

[www.woking.gov.uk/council-and-democracy/customer-care-and-feedback/complaints-procedure](http://www.woking.gov.uk/council-and-democracy/customer-care-and-feedback/complaints-procedure)



## Care Quality Commission (CQC)

CQC is the independent regulator of health and adult social care in England, ensuring health and social care services provide people with safe, effective, compassionate, high-quality care and encourages care services to improve. CQC regulates care homes, services in your own home, doctors/GPs, dentists, clinics, community services, mental health service.

### National Customer Service Centre

Citygate  
Galloway  
Newcastle upon Tyne  
NE1 4PA

**T.** 03000 61 61 61  
**E.** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
[www.cqc.org.uk](http://www.cqc.org.uk)

## Citizens Advice Bureaux

There are a number of ways people can continue to get advice during the coronavirus pandemic:

- Information & advice on our website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- General advice will be given via our Adviceline which people can reach by calling 03444 111 444. This is open Monday to Friday from 10am to 4pm.
- General advice can be given via email: [advisers@oxted.cabnet.org.uk](mailto:advisers@oxted.cabnet.org.uk) or [office@caterham.cabnet.org.uk](mailto:office@caterham.cabnet.org.uk). Please remember to include your postcode and a contact number. The email address is monitored weekdays.
- People can webchat online to an adviser by visiting our website at [citizensadvice.org.uk/contact-us](http://citizensadvice.org.uk/contact-us).
- People looking for advice on consumer issues (e.g. issues related to products or services you've purchased) can contact the Citizens Advice consumer helpline on 0808 223 1133 or chat online to an advisor on our website.
- Anyone seeking to make a new claim for **Universal Credit** should call the Universal Credit Help to Claim line on 0800 1448444.

Citizens Advice offices will open again post pandemic. For information contact:

Citizens Advice Surrey  
15-21 Haydon Place  
Guildford, GU1 4LL

**E:** [citizensadvicesurrey@cabnet.org.uk](mailto:citizensadvicesurrey@cabnet.org.uk)

[www.citizensadvicesurrey.org.uk](http://www.citizensadvicesurrey.org.uk)

**T:** 01483 576699  
*(Monday Tuesday Wednesday  
Friday 10am - 4pm  
Thursday 10am - 6pm  
Saturday 10am - 12am)*

# Clinical Commissioning Groups (CCG) (covering NHS General Practices)

## East Surrey CCG

Tandridge District Council Offices  
8 Station Road East  
Oxted  
RH8 0ET

Monday-Friday, 9-5 service or  
leave a message anytime on the  
dedicated PALS line 01883 772817

**T.** 01883 772800

**Text.** 07827253111

[www.eastsurreyccg.nhs.uk](http://www.eastsurreyccg.nhs.uk)

## Guildford & Waverley CCG

3rd Floor  
Dominion House  
Woodbridge Road  
Guildford  
GU1 4PU

**T.** 01483 405450

**E.** gwccg.complaints@nhs.net

[www.guildfordandwaverleyccg.nhs.net](http://www.guildfordandwaverleyccg.nhs.net)

## Surrey Downs CCG

Cedar Court  
Guildford Road  
Leatherhead  
KT22 9AE

**T.** 01372 201500

Text. 07912 998809

**E.** contactus.surreydownsccg@nhs.net

[www.surreydownsccg.nhs.uk](http://www.surreydownsccg.nhs.uk)

## Surrey Heath CCG

Surrey Heath House  
Knoll Road  
Camberley  
GU15 3HD

**T.** 01276 707572  
**E.** SHCCG.ContactUs@nhs.net  
[www.surreyheathccg.nhs.uk](http://www.surreyheathccg.nhs.uk)

NHS Surrey Heath CCG commissions hospital and community health services. If you would like to make a comment or complaint about one of these services please contact the Comments and Complaints team:

### Comments & Complaints Team

NHS Surrey Heath CCG  
Surrey Heath House  
Knoll Road  
CAMBERLEY  
Surrey, GU15 3HD

**T:** 01276 707572  
**E:** SHCCG.CommentsandComplaints@nhs.net

## North East Hampshire & Farnham CCG

Aldershot Centre for Health  
Hospital Hill  
Aldershot  
GU11 1AY

**T.** 01252 335154  
**E.** NEHCCG.public@nhs.net

[www.northeasthampshireandfarnhamccg.nhs.uk](http://www.northeasthampshireandfarnhamccg.nhs.uk)

## North West Surrey CCG

58 Church Street  
Weybridge  
KT13 8DP

**T.** 01372 232450  
**E.** contactus2@nwsurreyccg.nhs.uk  
[www.nwsurreyccg.nhs.uk](http://www.nwsurreyccg.nhs.uk)



# RUTH'S SECOND STORY:

**Ruth's son who has a diagnosis of schizophrenia was causing her a great deal of anxiety and worry as he was becoming mentally very unwell. As a carer Ruth discovered, communications with GPs can be very challenging:**

“There was an occasion when I was becoming increasingly concerned for my son – an adult in his 30s – as I was sure he wasn't taking his medication. He was agitated and not easy to reason with. At this particular time his life was chaotic and he had changed his GP within the practice but I didn't know which one he had registered with. I went to the surgery and explained my situation to the receptionist. “Are you registered with this surgery madam?” she asked. “No” I said.

‘Well I'm afraid I can't discuss another patient with you. There's nothing I can do.’

“The situation worsened and I knew we needed help. I went back to the surgery and explained that things were becoming worse and the situation was becoming intolerable. The receptionist suggested I wrote a letter but wouldn't give me the name of my son's GP. I had to be content with writing a letter which I did explaining the situation. I waited for a response – and waited – and waited.

“This further spell of waiting led to increasing levels of stress and anxiety for the whole family. As I'd had no reply to my letter, I went back to the surgery. The receptionist suggested I wrote another letter! I wrote again and waited, and waited.

“In desperation I phoned the mental health team again (I had tried to contact them). I explained the situation had become impossible to live with. They finally came back and said that they had received a letter from the GP and they were trying to arrange a visit.

“Six weeks had passed since my initial approach to the surgery and even now it wasn't the end of our waiting. The mental health team visited about 10 days later. The wheels of getting some sort of help were finally put in motion.”

The deterioration of Ruth's son's mental health – and her and the family's own anxiety and despair – could have been avoided if some process was in place to help and support family members of vulnerable patients with mental ill health.

# D

## Dental Services

If you wish to make a complaint about a dentist or dental practice, try to resolve it directly with them first. Contact the dental surgery's practice manager with details of your complaint. You can complain in writing, by email or by speaking to someone.

Your complaint must be made within 12 months of receiving treatment. If you would rather not go directly to the practice, you can contact NHS England which is responsible for NHS dental services.

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

NHS England welcomes concerns, compliments and complaints as valuable feedback that will help us learn from your experiences and make improvements to services we commission. You can complain or give feedback:

**By post to:**

NHS England  
PO Box 16738  
Redditch  
B97 9PT

**By email to:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state: 'For the attention of the complaints team' in the subject line.

**By telephone:** 0300 311 22 33

# E

## Education (including Further Education)

For information about complaints and comments to Schools and Colleges in Surrey visit:

[www.surreycc.gov.uk/yourcouncil](http://www.surreycc.gov.uk/yourcouncil)

### Adult / Further Education

Visit:

[www.surreycc.gov.uk/schools-and-learning](http://www.surreycc.gov.uk/schools-and-learning)

where you can download information about adult learning centres in your area

Also visit:

[www.gov.uk/complaints-further-education](http://www.gov.uk/complaints-further-education)

for more information

### Special Educational Needs & Disabilities (SEND)

[www.surreycc.gov.uk/schools-and-learning/send](http://www.surreycc.gov.uk/schools-and-learning/send)

### University of Surrey, Guildford

The Office of Student Complaints, Appeals and Regulation (OSCAR) deals with the administration of student academic appeals, fitness to practice cases, fitness to study cases and student discipline.

[www.surrey.ac.uk/office-student-complaints-appeals-and-regulating-complaints](http://www.surrey.ac.uk/office-student-complaints-appeals-and-regulating-complaints)

## Employers

See MIND for advice on challenging stigma in the workplace

[www.mind.org.uk](http://www.mind.org.uk) and on discrimination at work:

[www.time-to-change.org.uk/get-involved/tackle-stigma-workplace/support-employers](http://www.time-to-change.org.uk/get-involved/tackle-stigma-workplace/support-employers)

or visit:

ACAS – Devoted to preventing and resolving employment disputes.

**T.** 0300 123 1100 from Monday-Friday, 8am-8pm and Saturday, 9am-1pm for free support and advice

[www.acas.org.uk](http://www.acas.org.uk)

## F

## Financial Services

Follow the company's complaints procedure. Ask for a copy of the company's complaints procedure. This should tell you how to complain and how they'll deal with it.

If you're unhappy with their response (or they don't respond within 8 weeks) you can complain to an independent complaints service. This is usually the Financial Ombudsman Service - the company's complaints procedure should tell you which service to contact.

The Money Advice Service has information on making complaints and time limits for taking the complaint to the ombudsman.

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**T:** 0300 123 9 123

Monday to Friday, 8am to 8pm / Saturday, 9am to 1pm

[www.gov.uk/complain-financial-service](http://www.gov.uk/complain-financial-service)

# H

## Housing Associations

For all information about different council housing associations in Surrey, visit:

[www.surreycc.gov.uk/your-council/organisations-we-work-with/neighbouring-district-and-borough-councils](http://www.surreycc.gov.uk/your-council/organisations-we-work-with/neighbouring-district-and-borough-councils)

Or see borough or district councils above where you will find links to How To Make a Complaint

For a full list of housing associations in Surrey visit:

[directory.getsurrey.co.uk/search/surrey/housing-associations-and-trusts](http://directory.getsurrey.co.uk/search/surrey/housing-associations-and-trusts)

# I

## Improved Access to Psychological Therapies (IAPT)

IAPT is a referral or self referral counselling service for people with mild to moderate emotional and mental health issues. You do not have to be a client / patient of primary or secondary care mental health services.

### Centre for Psychology

If you are registered with a GP in:

East Surrey – 01737 306020

Guildford and Waverley – 01483 901429

North West Surrey – 01932 506510

Surrey Downs – 01372 610650

Surrey Heath – 01276 423020

**E.** Surrey@centreforpsychology.co.uk

[www.centreforpsychology.co.uk](http://www.centreforpsychology.co.uk)

### DHC – covering Dorking, South Tandridge and Redhill Phoenix Primary Care Network

Complaints should be directed as follows:

- Email us on [patientfeedback.dhc@nhs.net](mailto:patientfeedback.dhc@nhs.net)
- Write to, Governance Manager, Dorking Hospital, Horsham Road, Dorking RH4 2AA

## IESO Digital Health – Cognitive Behavioural Therapy online

**T:** 0800 074 5560

**E:** [info@iesohealth.com](mailto:info@iesohealth.com)

[www.iesohealth.com](http://www.iesohealth.com)

[www.iesohealth.com/en-gb/contact](http://www.iesohealth.com/en-gb/contact)

## Mind Matters (Surrey & Borders Partnership NHS Trust)

[www.sabp.nhs.uk/our-services/mental-health/mind-matters-surrey/mind-matters](http://www.sabp.nhs.uk/our-services/mental-health/mind-matters-surrey/mind-matters)

Mind Matters Surrey  
Unither House  
Curfew Bell Road  
Chertsey  
Surrey KT16 9FG

**T:** 0300 3305 450

07786 202 565 (TEXT ONLY)

**E:** [rxm.mindmatters-surrey@nhs.net](mailto:rxm.mindmatters-surrey@nhs.net)

[www.mindmattersnhs.co.uk/surrey](http://www.mindmattersnhs.co.uk/surrey)

[www.mindmattersnhs.co.uk/contact-us/giving-feedback](http://www.mindmattersnhs.co.uk/contact-us/giving-feedback)

## Talking Therapies Surrey

**T:** 0300 365 2000

Text SURREY to 07500 915 968

**E:** [bks-tr.surreytalkingtherapies@nhs.net](mailto:bks-tr.surreytalkingtherapies@nhs.net)

[www.berkshirehealthcare.nhs.uk/surreyonline](http://www.berkshirehealthcare.nhs.uk/surreyonline)

## We Are With You (formerly Think Action Surrey)

**T:** 0300 012 0012

**E:** [enquiries@wearewithyou.org.uk](mailto:enquiries@wearewithyou.org.uk)

[www.wearewithyou.org.uk/mentalhealth](http://www.wearewithyou.org.uk/mentalhealth)

To give us feedback or submit a complaint please email:  
[feedback@wearewithyou.org.uk](mailto:feedback@wearewithyou.org.uk)

## Integrated Care Services / Partnerships

Integrated Care Services (ICS) or Partnerships (ICPs) are local groups of health and care organisations, including borough councils and voluntary/community sector members, working across local geographic boundaries. Each ICP is developing its own priorities, reflecting the different needs of each local population, and thinking about how they will work differently in the future.

### Surrey Heartlands Health & Care Partnership (ICP)

Surrey Heartlands now covers a wide area of Surrey (Guildford & Waverley, North West Surrey, East Surrey and Surrey Downs).

For more information visit:

[www.surreyheartlands.uk](http://www.surreyheartlands.uk)

### Frimley Health & Care

Covers Farnham, North East Hampshire and Surrey Heath.

[www.frimleyhealthandcare.org.uk](http://www.frimleyhealthandcare.org.uk)

Contact Frimley Health & Care via a contact form on the website

J

### Job Centre

Complaints:

[www.gov.uk/government/organisations/department-for-work-pensions/complaints](http://www.gov.uk/government/organisations/department-for-work-pensions/complaints)

To find your nearest Jobcentre Plus office:

**T:** 0345 604 3719

**Text:** 0345 608 8551

## Media & Social Media

If you have a complaint about coverage you have seen in a newspaper – hard copy or online – or magazine, the first step is to email or write to the editor. If they do not respond within a week or if you are not satisfied with their response, you can consider making a complaint to The Independent Press Standards Organisation (IPSO). This is the new regulator for the newspaper and magazine industries in the UK, dealing with complaints about coverage in the printed media and their websites. They can consider whether the media coverage in question is in breach of that code, and if so, take the complaint forward. You will need to keep hold of a hard copy of the coverage to post to IPSO, or provide an image of the coverage that you can send via email.

Independent Press Standards Organisation  
Gate House  
1 Farringdon Street  
London, EC4M 7LG

**T:** 0300 123 2220

**E:** [inquiries@ipso.co.uk](mailto:inquiries@ipso.co.uk)

### Get Surrey

[www.getsurrey.co.uk/contact-us](http://www.getsurrey.co.uk/contact-us)

**T:** 01483 508700

Stoke Mill Woking Road,  
Guildford,  
GU1 1QA



## Surrey Comet

[www.surreycomet.co.uk](http://www.surreycomet.co.uk)

Local news, sport, leisure, jobs, homes, cars, public notices & events from Kingston, Surbiton, Chessington, New Malden, Worcester Park and Hook.

The Surrey Comet is regulated by the Independent Press Standards Organisation and we seek to abide by the Editors' Code which is enforced by IPSO. The Code is available [here](#). Details of IPSO can be found at

[www.ipso.co.uk](http://www.ipso.co.uk)

Complaints and requests for editorial corrections or clarifications should be referred to the editor in the first instance, who can be contacted as follows: [newsdesk@surreycomet.co.uk](mailto:newsdesk@surreycomet.co.uk). It is essential that your email is headed "Complaint" in the subject line and contains the following information: **XXXXXXXXXX**

For any paper / hard copy newspaper write to the Editor. The email / telephone number should be on the inside cover left hand page.

## Surrey BBC Radio

[www.bbc.com/news/england/surrey](http://www.bbc.com/news/england/surrey)

BBC Surrey, Broadcasting Centre, Guildford, Surrey, GU2 7AP

Main switchboard: 01483 306306.

On-air – call a show: 0800 587 1046.

Text 81333, and start your message with the word "Radio". You will be charged at your standard message rate.

To make a complaint about any BBC national or local television or radio: BBC Complaints, PO Box 1922, Darlington, DL3 0UR.

Record your complaint 24 hours a day:

03700 100 222\*

03700 100 212\* (textphone)

(\*charged as geographic numbers)

If you wish to complain to Ofcom about content broadcast on a non-BBC TV channel, radio station or video-on-demand service, you can do so:

- through Ofcom's website: [www.ofcom.org.uk/complaints](http://www.ofcom.org.uk/complaints)
- by telephoning Ofcom on 0300 123 3333 or 020 7981 3040
- using Textphone number 18001 01925 650744
- using Ofcom's video relay service to contact Ofcom in British Sign Language, or
- in writing to the following addresses:

For complaints in which you think you, your relative or your organisation were treated unfairly and/or your or their privacy was infringed in a programme:

Ofcom Fairness and Privacy Complaints  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA

For any other complaint:  
PO Box 1285  
Warrington  
WA1 9GL

# N

## NHS England

NHS England is responsible for these services:

- GPs
- Dentists
- Orthodontists
- Pharmacists
- Opticians
- Any service provided by Specialised Commissioning – *Specialist services are those that provide specialist care for rarer conditions and in fewer locations.*

**T:** 0300 311 2233

**E:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Post:**

NHS England  
PO Box 16738  
Redditch  
B97 9PTT

# P

## Patient Advice & Liaison Services (PALS) – acute hospitals and mental health trust

### PALS Ashford & St. Peters Hospital

Bournewood House  
Guildford Rd  
Chertsey  
KT16 0QA

Visit the PALS office between  
10.00am – 15.00pm Mon-Friday  
(Check offices are open during  
pandemic)

**T:** 01932 723553

**E:** [pals@asph.nhs.uk](mailto:pals@asph.nhs.uk)

### PALS Epsom & St Helier University Hospital

Epsom Hospital  
Dorking Road  
Epsom  
KT18 7EG

**T:** 01372 735243

**E:** [pals@esth.nhs.uk](mailto:pals@esth.nhs.uk)

## PALS Frimley Park Hospital

Portsmouth Road  
Camberley  
GU16 7UJ

**T:** 01276 526530  
**E:** [palsfrimleypark@fhft.nhs.uk](mailto:palsfrimleypark@fhft.nhs.uk)  
[www.complaintsfrimleypark@fhft.nhs.uk](http://www.complaintsfrimleypark@fhft.nhs.uk)

## PALS Kingston Hospital

Galsworthy Rd  
Kingston upon Thames  
KT2 7QB

**T:** 0208 934 3993  
**E:** [pals@kingstonhospital.nhs.uk](mailto:pals@kingstonhospital.nhs.uk)

## PALS Royal Surrey County Hospital

Egerton Road  
Guildford  
GU2 7XX

**T:** 01483 402757  
**E:** [rsc-tr.PALS@nhs.net](mailto:rsc-tr.PALS@nhs.net)  
[www.royalsurrey.nhs.uk/  
Compliments-and-Complaints](http://www.royalsurrey.nhs.uk/Compliments-and-Complaints)

## PALS Surrey & Sussex Healthcare

East Surrey Hospital  
Canada Drive  
Redhill  
RH1 5RH

**T:** 01737 231958  
**E:** [pals@sash.nhs.uk](mailto:pals@sash.nhs.uk)

## PALS Surrey & Borders Partnership Mental Health Trust (SABP)

18 Mole Business Park, Leatherhead, KT22 7AD

**T:** 01372 216202 / 203 / 204

Textphone. 020 8964 6326

**E:** [pals@sabp.nhs.uk](mailto:pals@sabp.nhs.uk)

**E:** [complaints@sabp.nhs.uk](mailto:complaints@sabp.nhs.uk)

[www.sabp.nhs.uk](http://www.sabp.nhs.uk)

You can get in touch with PALS by emailing [rx.palsandcomplaintssabp@nhs.net](mailto:rx.palsandcomplaintssabp@nhs.net) or calling a member of the team on the numbers below:

Patient Experience and Complaints Manager – 01372 216202

PALS and Complaints Coordinator – 01372 216245

PALS and Complaints Coordinator – 01372 216204

PALS and Complaints Coordinator – 01372 216203

You can also send us an SMS text on 07786 202 545 (messages are responded to during office hours only).

## Pharmacies

Local Pharmaceutical Committee feedback and complaints options  
[communitypharmacyss.co.uk/about-us/how-to-feedback-or-make-a-complaint-about-us-or-an-lpc](http://communitypharmacyss.co.uk/about-us/how-to-feedback-or-make-a-complaint-about-us-or-an-lpc)

# PAULINES' STORY:

**Pauline, a professional carer for older people and one of Time To Change Surrey's Mental Health Champions tells of how she saw first hand an incident where a patient with dementia was treated with total lack of respect or compassion on a general hospital ward for older people...**

“Whilst visiting an elderly client of mine in hospital I witnessed a nurse using her ‘power’ over an elderly and frail lady who apart from being on the ward for a physical reason, also suffered from dementia.

“The lady, who was propped up in a chair was not weight-bearing and was begging for help to use the commode. Members of staff were at the nurses’ station, well within hearing range. They took no notice. I left the person I was visiting for a moment and went over to them to tell them the lady sounded as though she needed help pretty urgently. I went back to my seat.

“A nurse stormed in and pulled the curtains around the lady’s bed. I – and others – heard the nurse shouting at the poor lady and the lady saying ‘Please don’t, you’re hurting me.’

“The nurse, who had obviously put the woman on the commode, stormed out of off the ward glaring at me and the other patients. I could hear the lady whimpering so I went over and said to her from behind the curtain, ‘Are you alright?’ She replied ‘Please don’t hurt me.’

“I reassured her that I only wanted to help. After she had finished on the commode, I settled her back into her chair. She told me the nurse had grabbed her wrist and hurt her and I could see for myself there were marks on her wrists.

“It was obvious to me this particular nurse was a bully. I felt she was someone who would treat patients in this way because they were not able to ‘fight back’ due to their physical and especially their mental ill health.”

Pauline says that being part of the Time To Change Mental Health Champion scheme has given her the confidence she didn’t have then to go and challenge the nurse. Hopefully that nurse is no longer practicing – or has had special training around empathy and compassion!

# Pharmacies

## Surrey Police

You can complain directly to Surrey Police:

**E:** [psd@surrey.pnn.police.uk](mailto:psd@surrey.pnn.police.uk)

**Write:** Professional Standards Department, Surrey Police, PO Box 101, Guildford, Surrey, GU1 9PE

**T:** Contact Surrey Police via 101 / Textphone: 1800 / SMS: 999

**In Person:** Visit a front counter at your local police station or council offices.

You can also complain to the Independent Police Complaints Commission

**E:** [enquiries@ipcc.gsi.gov.uk](mailto:enquiries@ipcc.gsi.gov.uk)

**Write:** Independent Police Complaints Commission, PO Box 473, Sale, M33 0BW

**T:** 0300 020 0096 (press 2 at prompt - 9am to 5pm)

[www.ipcc.gov.uk](http://www.ipcc.gov.uk)

## Police & Commissioner

PO Box 412  
Guildford  
Surrey  
GU3 1BR

**T:** 01483 630200

**SMS:** 07881 039 131

**E:** [SurreyPCC@surrey.police.uk](mailto:SurreyPCC@surrey.police.uk)

[www.surrey.police.uk/contact-us/  
ipcc](http://www.surrey.police.uk/contact-us/ipcc)

## Transport Police

**T:** 0800 40 50 60

**Text/SMS:** 61016

[www.btp.police.uk](http://www.btp.police.uk)

## Primary Care Networks (PCN)

Primary Care Networks, a relatively new term, is about bringing GP practices together in networks with other local services – such as community, mental health, social care and the voluntary sector – to look after local populations of between 30,000 – 50,000. These networks will help to join services up at a local level, focusing on the specific needs of these local populations, with patients still accessing routine GP appointments as they do now.

What people can expect from their PCN

- Weekend and evening appointments with a GP
- Social prescribing to improve wellbeing
- A pharmacist based in the practice
- Improved physiotherapy services
- Consultant-led hospital outpatient services
- Self-referral for common mental health problems

To complain about services in a PCN contact Surrey Heartlands

[www.surreyheartlands.uk](http://www.surreyheartlands.uk)

[www.surreyheartlands.uk/developing-our-primary-care-networks-2](http://www.surreyheartlands.uk/developing-our-primary-care-networks-2)

### Frimley Health & Care

GP services across the East Berkshire, Surrey Heath and North East Hampshire and Farnham have formed local 'Primary Care Networks' to improve the services they provide to their patients.

[www.frimleyhealthandcare.org.uk/our-work/gp-services/primary-care-networks](http://www.frimleyhealthandcare.org.uk/our-work/gp-services/primary-care-networks)

### Guildford & Waverley

[www.guildfordandwaverleyccg.nhs.uk/info.aspx?p=4](http://www.guildfordandwaverleyccg.nhs.uk/info.aspx?p=4)

### Surrey Downs Health and Care

Epsom Hospital  
Dorking Road, Epsom  
Surrey, KT18 7EG

**T:** 01372 735545

[surreydownshealthandcare.nhs.uk/primary-care-networks](http://surreydownshealthandcare.nhs.uk/primary-care-networks)



# JOHN'S STORY:

**John suffers with depression and anxiety. He manages his mental health very well but can have bouts of time when everything feels dark and hopeless. It is then that he turns to his GP for help:**

“It’s always difficult when I’m feeling at a very low point to even leave my room, my home, let alone get to the doctor. But on this particular occasion I had taken heed of some of the warning signs I get when I’m becoming unwell. So I made myself make an appointment, keep it and go to the surgery. It wasn’t my usual doctor, but I had seen this one before. It was soon made clear to me that he simply didn’t want to know. Whether he felt I was perfectly well and wasting his time I have no idea. I wasn’t very unwell at the time, I was on the brink of becoming very unwell. I was almost congratulating myself for having the foresight to get help before things got out of hand.

“But he didn’t see it like that and suggested I go home and – well – get on with it basically (although he of course didn’t use those exact words). I’m not sure exactly what the words he used were – I was feeling increasingly vulnerable, guilty even that perhaps I really was wasting his time....

“Some time later I knew I needed help. I made an appointment and managed to see the doctor I usually saw. After we’d discussed my needs, I felt I had to mention the appointment with the other doctor. I told him he seemed dismissive and certainly not helpful in any way.

‘Oh,’ he replied ‘You must understand that doctors are human too – and may be going through a lot of stuff themselves.’

“It made me wonder if the next time I have to see a GP I should enquire about his own health first before I dare ask for his help about my health and wellbeing!”

Of course everyone has health or life issues they are dealing with. But if John was there with a physical health issue, would he have been told to go home and get on with it?!

## Public transport

For details of bus and train operators in Surrey and of Complaints Procedures visit –

[www.surreycc.gov.uk/roads-and-transport/buses-and-trains](http://www.surreycc.gov.uk/roads-and-transport/buses-and-trains)

Bus Users UK – this organisation gives bus passengers a voice locally and nationally.

[www.bususers.org](http://www.bususers.org)

### First Great Western Trains

Freepost  
SWB40576  
Plymouth  
PL4 6ZZ

**T:** 08457 000 125

[www.firstgreatwestern.co.uk](http://www.firstgreatwestern.co.uk)

### Southern Railway Customer Services

PO Box 10422  
Unit 16 Coalfield Way  
Ashby de la Zouch  
LE65 9EL

**T:** 03451 27 29 20

**Textphone:** 03451 27 29 40

**E:** [comments@southernrailway.com](mailto:comments@southernrailway.com)

[www.southernrailway.com](http://www.southernrailway.com)

### South West Trains

Friars Bridge Court  
41-45 Blackfriars Road  
London SE1 8NZ

**T:** 0171 902 3732

[www.southwesttrains.co.uk](http://www.southwesttrains.co.uk)

## Surrey County Council

Surrey County Council can signpost you to a wide range of services, information and advice. Visit the website or contact them by phone / textphone.

County Hall  
Penrhyn Road  
Kingston upon Thames  
KT1 2DN

**T:** 03456 009 009 (8am-6pm weekdays, excluding bank holidays)

**Textphone** (via Text Relay): 18001 03456 009 009

[www.surreycc.gov.uk/your-council/comments-complimentsand-complaints](http://www.surreycc.gov.uk/your-council/comments-complimentsand-complaints)

## Surrey Information Point

[www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

Surrey Information Point has information on a wide range of services and organisations across the county.

Categories include:

- Living at Home
- Health Matters
- Getting around
- Things to do
- Housing & Accommodation
- Money matters
- Work and volunteering
- Community matters
- Carers issues