Guidance for Social Care Providers

Quality Concerns Feedback

Herefordshire and Worcestershire Integrated Care Board (HWICB) Quality Team welcomes feedback regarding any quality concerns identified in relation to NHS providers, NHS commissioned services and Social Care. The following guidance outlines when and how to raise a concern.

A **Quality Concern** may relate to the quality, accessibility, or delivery of a service. Examples include recurrent referral delays, difficulties accessing services, poor communication, repeated appointment cancellations, staffing issues affecting service delivery, or concerns regarding the consistency of care provided.

'One-off' Quality Concern

Issues regarding individual patients should first be raised with the relevant provider to alert them to your concerns and discuss resolution. This ensures the service is aware of concerns at the earliest opportunity and can take action to address them. This is particularly important where urgent access to a service is required for a patient.

Recurrent Quality Concerns

If, after contacting the service, issues remain unresolved or recur frequently, please raise a service concern by contacting the relevant Patient Safety Team using the details below. You may be contacted by a member of the team for further information, including patient identifiable data where required.

Please ensure a secure NHS email address is used when including patient identifiable data.

Provider	Contact Details
Herefordshire & Worcestershire Community Health & Care NHS Trust	whcnhs.PatientSafety@nhs.net
Worcestershire Acute Hospitals NHS Trust	wah-tr.PatientSafety@nhs.net
Wye Valley NHS Trust	Safety@wvt.nhs.uk
West Midlands Ambulance Service NHS Trust	mb-wmasnhstonhsconcernsmailbox@wmas.nhs.uk

When contacting a provider, please copy in the ICB Quality Team inbox hwicb.patient.safety@nhs.net. Your concern will be logged to help the ICB identify any recurring themes or emerging trends.

Please contact the ICB Care Home Quality Team if you have any queries.hwicb.carehomequality@nhs.net