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**Ways to provide feedback to the Integrated Urgent Care (IUC) Service regarding calls to NHS 111**

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| WWW icon | **Internet:**  <https://feedback.yas.nhs.uk/NHS111/>  A feedback form can be accessed using the above URL address or,  Alternatively, go to the Yorkshire Ambulance website and click on the NHS 111 tab. The feedback form will be displayed. |
| Telephone icon | **Telephone:**  Monday to Friday 08: 30 to 4:30  Tel : 0333 1300549 - Option 2 |
| Email icon | **Email :**  [oneoneoneyas.feedback@nhs.net](mailto:oneoneoneyas.feedback@nhs.net)  Remember to include contact information |
| Envelope ICON | **Write to NHS 111** :  The Clinical Governance & Quality Team (NHS 111)  Yorkshire Ambulance Service NHS Trust  Springhill 1  Brindley Way  Wakefield  WF2 0XQ |

**What happens next?**

* The IUC Clinical Governance & Quality Team will acknowledge all feedback.
* A Clinical Governance & Quality Coordinator will be assigned to the case, will investigate any issues raised and will contact the HCP and discuss timescales.

**Dental Services** If you are not happy with the service provided, please follow the complaints procedure for the dental practice that you have visited or visit the NHS website at www.nhs.uk or contact NHS England through:

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| Email: [England.Contactus@nhs.net](mailto:England.Contactus@nhs.net)  Tel: 03300 311 2233  Address: NHS England  PO Box 16738  Redditch  V97 9PT | Integrated Urgent Care |
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