

PALS and Complaints at the CCG

We are here helping staff, patients and carers when their journey through services is not working well. We will work quickly to resolve problems and then use the learning in the CCG to help improve services.

Tel: 0300 123 1672 **Email:** pals.devon@nhs.net for Devon, Plymouth and Torbay.

What do we do? Working for the commissioner we can help deal with problems about any local provider, and with the decisions of the CCG.

You can still raise issues or refer patients/carers for help about:

- Patient Transport
- Delays and cancellations
- Support with multi agency service problems
- Referral problems
- Help with Health costs
- Individual funding process and information
- Continuing Health Care funding disputes
- Criteria for access to services
- Care pathway confusions
- Discharge planning.
- Concerns and complaints where the patient does not want to talk to the service provider, or doesn't really know which service to start with.

Issues solely about services at NHS GP's, dentists, community pharmacies and opticians should be referred to The National Customer Contact Centre at NHS England.

Email: england.contactus.@nhs.net **Tel:** 0300 311 22 33 **Address:** NHS England, PO Box 16738, Redditch, B97 9PT

