

PALS and Complaints at the CCG

We are still here, helping staff and patients/ 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

Contact us on 0300 123 1672 or pals.devon@nhs.net for Devon, Plymouth and Torbay. New leaflets will be out shortly to you.

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.

You can also have advice re patient information writing, gathering views about service change and redesign or new service planning, and difficult situations between staff and patients.

Please keep using us, we are happy to help, including advising on the best way forward.

Issues solely about services at NHS GP's, dentists, community pharmacies and opticians should be referred to the new national callcentre on 03003 112233, who provide an information and advice service and a complaint handling service.

PALS and Complaints – the Patient Advice and Complaints Team
0300 123 1672, text for a callback 07789 741099, pals.devon@nhs.net

