

Update on PALS and Complaints services.

How can the public raise issues about their care? A patient or carer can raise issues either with the service provider direct, or with the commissioner of the service.

For GPs, dentists, pharmacies and community opticians and their staff and systems, the commissioner is **NHS England**.

If you wish to make a comment or complaint about these services, and it cannot be resolved locally with the practice manager, please contact the NHS England at england.contactus@nhs.net or 0300 311 22 33.

All other local services are commissioned by a Clinical Commissioning Group

If you have an issue with any other local service commissioned by **Northern, Eastern and Western Devon Clinical Commissioning Group** e.g. physiotherapy, accident and emergency, mental health services, hospital care, children's healthcare, the issues can be raised with the service manager, the PALS and Complaints team at the service, or with the commissioner's PALS and Complaints team at pals.devon@nhs.net, 0300 123 1672 or 01392 267665., or text 07789 741 099. Leaflets and posters are available for this service.

In South Devon and Torbay, the **South Devon and Torbay Clinical Commissioning Group** can be contacted on patientfeedback.sdtccg@nhs.net or 01803 652578

CCG services: What do we do?

Working for the commissioners of local services we can help deal with problems about any local provider, and with decisions made by the CCG.

You can refer patients/carers to us 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 and retrospective review
- Criteria for access to services
- Care pathway confusions
- Policy on service provision
- 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.

For contact details of other PALS in local providers, see:

<http://www.newdevonccg.nhs.uk/information-for-patients/pals-and-complaints-team/100081>