



COMPLAINTS ABOUT PROVIDER SERVICES

In the first instance, contact the provider directly as they would usually have their own Complaints Service number on their website. Or you can contact this Complaints Service.

Service providers listed below:

Buckinghamshire Hospitals or Community Health Services

Wycombe and Amersham Hospitals
Tel: 01494 425882

Stoke Mandeville Hospital
Tel: 01296 316042
Email: pals@buckshealthcare.nhs.uk

Buckinghamshire Urgent Care or Harmoni

Tel: 020 3402 1026
Email: harmoni.patientservices@nhs.net

South Central Ambulance Service

Tel: 01962 898 052
Email: pals@scas.nhs.uk

NHS 111

Tel: 01962 898 051
Email: patientexperience@scas.nhs.uk

Oxford Health NHS Foundation Trust

Tel: 0800 328 7971
Email: pals@oxfordhealth.nhs.uk

Heatherwood & Wexham Park

Tel: 01753 633365
Email: patient_feedback@hwph-tr.nhs.uk

COMPLAINTS ABOUT CONTINUING HEALTHCARE OR INDIVIDUAL FUNDING REQUESTS

Contact the Complaints Service

COMPLAINTS THAT CANNOT BE DEALT WITH

Please note that the NHS complaints procedure cannot be used to deal with complaints about private medical treatment you have paid for or events for which you are already taking legal action.

HOW TO CONTACT PATIENT ADVICE AND LIAISON SERVICE AND COMPLAINTS SERVICE

Write to:

Patient Advice and Liaison Service or the Complaints Service
NHS Central Southern Commissioning Support Unit,
3rd Floor, 40 Oxford Road, High Wycombe,
Buckinghamshire, HP11 2EE

Tel: 0800 328 5640
Email: feedback.chilternccg@nhs.net

- Opening hours (excluding public holidays): Monday - Friday, 8.30am - 4.30pm
- 24 hour message facility available
- Language interpreting available on request.



PALS AND COMPLAINTS

PATIENT ADVICE AND LIAISON SERVICE AND COMPLAINTS SERVICE

NHS Chiltern Clinical Commissioning Group is your local doctors and their teams working in partnership with the public and many other local organisations to identify the community's health needs in south Buckinghamshire – and buy services to meet them. Our aim is to improve health across south Buckinghamshire, to create a healthy future together.

We welcome and value all compliments, suggestions, concerns and complaints, as not only are these essential in helping us to monitor the quality of services we commission; we are committed to taking them into account when we consider changes and improvements to services.





TO GIVE A COMPLIMENT OR MAKE A COMMENT

If you are pleased with the service you have received, or would like to give us some feedback on your experience, please contact us:

Patient Advice and Liaison Service (PALS)
NHS Central Southern Commissioning Support Unit,
3rd Floor, 40 Oxford Road,
High Wycombe,
Buckinghamshire, HP11 2EE

Tel: 0800 328 5640
Email: feedback.chilternccg@nhs.net

RAISING A CONCERN

As a patient, relative or carer, sometimes you may need to turn to someone for help. The PALS provides confidential advice and support to help you to resolve concerns you may have.

The service aims to:

- Listen to your concerns and feedback
- Ensure that your feedback is used to improve the service you receive
- Advise and support service users quickly and effectively
- Provide information about the local health services

MAKING A FORMAL COMPLAINT

It is the policy of Chiltern Clinical Commissioning Group (CCG) to investigate all complaints about the CCG thoroughly and within an agreed local resolution process as follows:

Complaints should be made within 12 months from the date of the incident or from when the incident came to your notice.

We aim to:

- Acknowledge your complaint within three working days
- Agree an action plan with you
- Send a full response within 25 working days
- Keep you fully informed of our investigation if our response is delayed

We hope our response addresses your issues but if you are not satisfied we will offer a review of your case or a meeting to resolve any outstanding issues.

All complaints should be made in writing to:

The Complaints Manager
NHS Central Southern Commissioning Support Unit,
3rd Floor, 40 Oxford Road,
High Wycombe,
Buckinghamshire, HP11 2EE

If you would like help in making a complaint please contact us or SEAP for advice.

SEAP (Support Empower Advocate Promote)
SEAP provides free, confidential independent advice.

Tel: 0330 440 9000
Email: hastings.office@seap.org.uk

SEAP Hastings
7th Floor, Cavendish House,
Breeds Place,
Hastings,
East Sussex TN34 3AA

Finally, you can ask the Parliamentary and Health Service Ombudsman to review your case.

Parliamentary and Health Service Ombudsman

Write to:

Parliamentary and Health Service Ombudsman,
13th Floor, Millbank Tower,
Millbank,
London, SW1P 4QP

Tel: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk

COMPLAINTS ABOUT YOUR DOCTOR (GP), DENTIST, PHARMACIST OR OPTICIAN

You should contact the practice in the first instance as they will have their own complaints procedure and will aim to respond to your complaint within an agreed period.

Or you can contact:

NHS England
Tel: 0300 311 2233
Email: englandcontactus@nhs.net

