



### 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.

### HOW TO CONTACT PATIENT ADVICE AND LIAISON SERVICE AND COMPLAINTS SERVICE

Write to:

**Patient Advice and Liaison Service (PALS)**  
**NHS South Central and West CSU,**  
**2nd Floor, Albert House,**  
**Queen Victoria Road,**  
**High Wycombe,**  
**Buckinghamshire**

**Tel: 0800 328 5640**  
**Email: feedback.chilterncgg@nhs.net**

- Opening hours (excluding public holidays): Monday - Friday, 9am - 5pm
- 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 South Central and West CSU,**  
**2nd Floor, Albert House,**  
**Queen Victoria Road,**  
**High Wycombe,**  
**Buckinghamshire**

**Tel: 0800 328 5640**  
**Email: [feedback.chilternccg@nhs.net](mailto: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 South Central and West CSU,**  
**2nd Floor, Albert House,**  
**Queen Victoria Road,**  
**High Wycombe,**  
**Buckinghamshire**

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](mailto: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](mailto: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](mailto:englandcontactus@nhs.net)**

