

PALS

If you need help and support about services provided by local NHS Trusts, you can contact the relevant Patient Advice and Liaison Service (PALS) teams. PALS is available to all the community and aims to advise and support patients, carers and families by providing information on NHS services.

Basildon & Thurrock University Hospitals NHS Foundation Trust, PALS Office, (near restaurant), Level C, Basildon Hospital, Nethermayne, Basildon, Essex SS16 5NL
Telephone: 01268 394440
Email: pals@btuh.nhs.uk

Southend University Hospital NHS Foundation Trust, PALS Office, Prittlewell Chase, Westcliff on Sea, Essex SS0 0RY
Telephone: 01702 385333
Email: pals@southend.nhs.uk

South Essex Partnership University NHS Foundation Trust, Patient Experience team, Runwell Hospital, The Lodge, Runwell Chase Wickford, Essex, SS11 7XX
Telephone: 0800 0857935
Email: pals@sept.nhs.uk

Our Commitment to you

We will:

- respect your views and act upon your concerns
- reply promptly to your letters and phone calls
- ensure that you are not treated unfairly as a result of raising your concerns

This leaflet is also available in other formats upon request.

Nov 2015



**Castle Point and Rochford
Clinical Commissioning Group**

We want to hear
from you

Compliments and
Complaints



www.castlepointandrochfordccg.nhs.uk

Compliments

Let us know when we get it right

If you want to tell us when you are satisfied with our services, you can contact:

- the person in charge or a member of staff who has helped you or whom you know well.
- any member of staff at the CCG
email us at: cpr.ccg@nhs.net
telephone us: 01268 464508

Compliments are always warmly appreciated by NHS Staff and reported anonymously to our Executive Team.

Complaints

Let us know when we get it wrong

Wherever possible, you should speak to the person in charge at the place where you have been receiving your care.

If you prefer to make your complaint to someone who is not directly involved in your care, you can contact us:

Quality Team

Castle Point and Rochford CCG

12 Castle Road, Rayleigh, Essex SS6 7QF

Email: CPRCCG.complaints@nhs.net

Telephone: 01268 464586

NHS 111

Anyone wishing to make a compliment or complaint about the NHS 111 service should call 01268 464586.

Other sources of help

If your complaint is not resolved to your satisfaction you can contact:

Parliamentary & Health Service Ombudsman

Telephone: 0345 015 4033

Healthwatch Essex - Information Service

If you would like to find out about health and care services where you live, or want to talk about your experiences, you can contact Healthwatch Essex's Information Service on **0300 500 1895**. It's your one-stop-shop for information about health and care services in your area.