

Patient Advice & Liaison Service (PALS)

PALS - we are here to:

- Resolve problems or concerns about health services as quickly as possible
 - Offer advice and support for you and your family
 - Point you in the right direction of other useful sources of information and support
 - Improve and develop the services that we provide for you, by responding to your concerns
-

PALS

Tel: 0800 389 6819 (press option 1)

Email: wscg.pals@nhs.net

Complaints

- **Wherever possible, you should start by speaking 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 our Patient Experience Team, who will discuss your complaint with you and outline your options should you wish to proceed with it.
- In both cases, the person you contact will try to resolve the problem as soon as possible. They will listen to you and respect your wishes about how you would like your complaint dealt with. This may include a formal investigation with a written response or a meeting to discuss your complaint. They will let you know the outcome of their investigations.

Compliments and Comments

- We also want to hear from you if you want to pass on compliments or comments. You can talk to a member of staff, contact the Patient Experience Team or contact us via Twitter or Facebook and we will share your feedback.

Complaints

Tel: 0800 389 6819 (press option 2)

Email: wscgg.complaints@nhs.net

Both teams are available: Monday to Friday 09:00-17:00

NHS Ipswich and East Suffolk Clinical Commissioning Group

Rushbrook House, Paper Mill Lane
Bramford, Ipswich, IP8 4DE

Tel: 01473 770 000

ipswichandeastsuffolk.ccg@nhs.net

www.ipswichandeastsuffolkccg.nhs.uk

 @IESCCG

 /NHSIpswichandEastSuffolkCCG

NHS West Suffolk Clinical Commissioning Group

West Suffolk House, Western Way
Bury St Edmunds, Suffolk, IP33 3YU

Tel: 01284 758 010

getinvolved@westsuffolkccg.nhs.uk

www.westsuffolkccg.nhs.uk

 @NHSWSCCG

 /nhswscgg