

Patient Advice and Complaints Factsheet

The Patient Advice and Complaints Team (PACT) at NHS Devon Clinical Commissioning Group provides patients, carers, family members, the public and staff Devon with help, advice and support with concerns or comments relating to NHS services.

There are also patient advice and complaints services available at all NHS hospitals and other NHS organisations in Devon.

Feedback about local health services, except General Practice, Dental, Pharmacy or Opticians:

We can provide advice, information and support about health services in Devon. We can also give guidance on how to make a formal complaint and discuss informal options with you.

You can contact the team as follows:

Telephone: 0300 123 1672 or 01392 674 806

Text: 07789 741 099

Email: d-ccg.patientexperience@nhs.net

Write to: Patient Advice and Complaints Team, FREEPOST EX184, County Hall, Topsham Road, Exeter EX2 4QL

Website: <https://devonccg.nhs.uk/contact-us/patient-advice-and-complaints>

The service is open Monday – Friday 9am to 5pm. Calls to 0300 numbers cost the same as calls to local numbers.

Feedback about GP, Dental, Pharmacy and Opticians:

If you are providing feedback about Primary Care Services (General Practice, Dental, Local Pharmacy or Opticians) you should contact the practice manager of the service in the first instance.

If you would prefer for the commissioners of these services to handle your feedback, you should contact NHS England using the details below:

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

Write to: NHS England, PO BOX 16738, Redditch B97 9PT

