

Useful information

If you need medical advice but it is not urgent you can call 111 this number is FREE from all phones including mobiles.

In an emergency call 999.

More information on health services in your area can be found at www.nhs.uk

If you want independent support to raise concerns or complaints you can contact the Independent Health Complaints Advocacy Service (IHCAS) provided locally by SEAP on 0300 343 5730 or email torbay@seap.org.uk

Healthwatch is the new consumer champion for health and adult social care, they can be contacted on:

Torbay: 0800 052 0029
Devon: 0800 520 0640

NHS GPs, dentists, pharmacists and opticians are commissioned by NHS England and they can be contacted on:

Tel: 0300 311 22 33
Email: england.contactus@nhs.net

“Excellent,
joined-up
care for
everyone.”

Contact us

We are open Monday to Friday from 9am-5pm.

You can contact us using the details below.



Call:
01803 652 578
All calls and messages are confidential



Email:
patientfeedback.sdtccg@nhs.net



Write to:
Patient Experience
South Devon and Torbay CCG
FREEPOST RTEZ-YHRC-RZKZ
Pomona House
Torquay TQ2 7FF



Visit:
www.southdevonandtorbayccg.nhs.uk

If you would like this information in another format such as Braille, audio or large print, please call 01803 652 578

Do you live in South Devon or Torbay? Do you use local health services?



If you have any comments, want to give a compliment, need non-clinical advice, have your concerns listened to or want to make a complaint – we can help.

We are open Monday to Friday 9am-5pm
Telephone: 01803 652 578
Email: patientfeedback.sdtccg@nhs.net
Visit: www.southdevonandtorbayccg.nhs.uk

Who are we?

South Devon and Torbay CCG is the formal NHS body responsible for buying and developing services for local patients.

If you live in these areas (shown on the map below), we are your local Clinical Commissioning Group.

South Devon and Torbay CCG localities



What do we do?

South Devon and Torbay CCG is working closely with local organisations to offer greater integration of care closer to home. Hospital doctors, nurses and care professionals, along with GPs and managers, work together to develop innovative ways of improving your care and treatment – from the first moment you need it.

Comments, advice and support

Many problems, upsets or concerns can be resolved quickly and informally by speaking directly with healthcare staff.

However, you can also contact us if you have any comments to make or want non-clinical advice. You can contact our Patient Experience Team when you want help to sort out problems, if you need a quick solution or you would like us to provide you with an explanation and advice – or if you just want to talk us about your experience, whether it was good or bad.

Will anything change?

We will always try to ensure that actions as a result of complaints, feedback or comments do make real changes to health services in the future. Anonymous stories are used in training, reporting and monitoring to ensure that the experiences of patients and service users are kept at the heart of service development.

Formal complaints

We know that sometimes things don't always go right and so you might decide that you want to make a formal complaint.

When you make a complaint you have the choice to ask for your complaint to either be investigated by the service you are complaining about or by the commissioning organisation.

If you make a complaint to us, we will:

- Advise you how your complaint will be handled, how long it will take and give you the contact details for the Independent Health Complaints Advocacy Service (IHCAS)
- Send you a written acknowledgement letter that will confirm the points of the investigation and timescales
- Ask for your written consent if we need to access your health records or work with a third party when investigating your complaint
- Provide a response detailing what the investigation found and any actions that will be taken as a result and endeavour to keep you informed of progress