



These are the services which can handle concerns and answer questions about your NHS care.

Patients, carers and service users are at the heart of this: the agencies included here work to provide the best possible safe and accessible services by putting the patient at the heart of service design and improvement.

PALS and Complaints

PALS and Complaints provide information, advice, investigation and solutions to problems with NHS care and related social care across Devon, Plymouth and Torbay. They use learning from patient experience to improve services.



0300 123 1672 or 01392 267665

Independent Health Complaints Advocacy (IHCA)

The IHCA provides support, advice and advocacy for individuals who are considering – or in the process of – making a complaint about NHS-funded services in Devon and Torbay, and Plymouth.



0330 440 9000

Healthwatch

Healthwatch is the consumer watchdog which monitors health and social care services. Healthwatch gathers feedback to influence service improvement and provides advice, information and signposting to individuals.



Devon: 0800 520 0640
Plymouth: 01752 20240
Torbay: 0800 052 0029

Adult and Children's Social Services

Adult and Children's Social Services provide help with personal care for disabled or elderly people. They offer information and advice, assessment and support.



Devon: 0800 520 0640
Plymouth: 01752 20240
Torbay: 0800 052 0029

The Parliamentary and Health Service Ombudsman:

It reviews complaint handling by health or social care agencies; it can reinvestigate, require local action and challenge investigations.



0345 015 4035

Care Quality Commission (CQC)

The CQC monitors all providers of health and social care. Anyone can raise concerns direct with them.



03000 616161

Safeguarding

Safeguarding teams carry out assessment of concerns about the safety of children or vulnerable adults who may be being abused or neglected. They can take fast action to prevent harm if abuse is identified. Anyone can contact them.



	Adults	Children
Devon:	0845 155 1007	0345 155 1071
Plymouth:	01752 668000	01752 308600
Torbay:	01803 219700	01803 208100

NHS Choices: www.nhs.uk

NHS Choices is a website where you can find quality-controlled information and advice on NHS services, medical information, carers' services and much more.

NHS England

NHS England provides information and complaint handling in relation to all aspects of the NHS, including GPs, dentists, opticians and community pharmacists.

03003 112233

CCGs (Clinical commissioning groups)

CCGs are NHS organisations which are led by GPs. They are responsible for planning, buying and supervising most NHS services for patients locally.



Northern, Eastern and Western (NEW) Devon CCG : 01392 205205
South Devon and Torbay CCG: 01803 652500

111 is a new national Call centre which can advise on your health or social care needs. It deals with all out-of-hours requests for non-emergency medical help and advice. 111 does not deal with 999 calls and needs.