

Contact Us

If you would like advice or information or to pass on a compliment or a comment, raise a concern or make a complaint about an NHS service please e-mail: glccg.pals@nhs.net or telephone: **0800 0151 548**

If you would like to talk to someone about getting involved please e-mail: glccg.consultation@nhs.net or telephone: **0300 421 1794** to speak to a member of our Engagement Team.

You can also write to:

FREEPOST RRY-YSGT-AGBR,
PALS, Gloucestershire Clinical
Commissioning Group,
Sanger House, 5220 Valiant
Court, Gloucester Business
Park, Gloucester GL3 4FE

Useful Contacts

Together NHS Foundation Trust
01452 894072

Carers Gloucestershire
0300 111 9000

Gloucestershire Care Services
NHS Trust
0300 421 8100

Gloucestershire County Council
01452 425000

Gloucestershire Hospitals NHS
Foundation Trust
0300 422 2222

Healthwatch Gloucestershire
01452 504989

NHS England **0300 311 2233**

NHS Gloucestershire Clinical
Commissioning Group
0300 421 1500

Parliamentary & Health Service
Ombudsman (PHSO)
0345 015 4033

POhWER Advocacy Support
0300 456 2370

To discuss receiving this information in other formats please contact:

জন্য দয়া করে যোগাযোগ করুন
এই তথ্য অন্য ফর্মাটে পেতে আলোচনার

如需以其他格式接收此信息，请联系

V případě, že potřebujete obdržet
tuto informaci v jiném formátu,
kontaktujte prosím

যুখা করবামাটে কৃপাকরী সংর্ধ করী
আ মাহীতী বীজা হিরমেরসমাং মণাবানী

Aby uzyskać te informacje w innych
formatach, prosimy o kontakt

По вопросам получения
информации в других
форматах просим обращаться

Ak si želáte získať túto informáciu v
inom formáte, kontaktujte prosím

0800 0151 548

NHS

Gloucestershire
Clinical Commissioning Group

Your Experience Counts

Have your say

Listening to you
and learning from
your feedback

Information
or advice

www.facebook.com/GlosCCG

www.gloucestershireccg.nhs.uk

About us

NHS Gloucestershire Clinical Commissioning Group (CCG) is responsible for buying your local NHS services. This includes appointments, treatments and operations which are provided by a range of organisations, such as NHS trusts and GP practices.

The CCG wants to hear about your experiences and to help you with information and advice when you need it. We want to involve you.

Have your say

Patient Advice and Liaison Service (PALS)

Concerned, but don't want to complain? Have a problem, but don't know who to talk to? Worried, but not sure what to do? Need information, but don't know who to ask?

The Patient Advice and Liaison Service (PALS) can help. PALS is a confidential service that provides information, advice and support for patients, families and carers.

Have your say

Feedback about your experiences

We want you to feel you are able to tell us about your experiences with the NHS. By giving us feedback, positive or negative, you can help us to improve our services. If you are making a complaint, you can be sure that the care and treatment you receive in future will not be adversely affected as a result of feedback.

People don't always want to make a formal complaint – sometimes they just want to let us know about their experiences and be listened to. Sometimes they just want to say 'thank you'.

Have your say

Get Involved

We are very keen to involve the public in our work. You can get involved in a number of ways including:

- Taking part in a working group
- Attending focus groups or workshops
- Commenting as part of an engagement or consultation exercise e.g. completing a survey or attending a local 'drop in' event
- Attending a CCG meeting in public (see Useful Contacts)
- Joining a Patient Participation Group at your local GP surgery
- Visiting the CCG Information Bus when it is in your area.