

Did you know the local NHS has a Patient Advice and Complaints Team?

NHS Northern, Eastern and Western Devon Clinical Commissioning Group (NHS NEW Devon CCG) patient advice and complaints team is a service to provide patients, carers, family members, the public and staff with help, advice and support with concerns or comments relating to NHS services. The team provides free and confidential help to investigate and resolve problems as they happen and aim to do this as quickly as possible. They can also organise in depth investigations of any problems relating to healthcare across a number of different services. Hearing from patients helps us to make improvements and gives us early warnings of system problems. It is very important for the CCG to hear when things are going wrong.

You can contact us on the phone on 01392 267665, or 0300 123 1672

Or text us at 07789 741099

Or email pals.devon@nhs.net