

How to...provide feedback

West Norfolk CCG aims to commission high quality services for patients and the public. Sometimes things go wrong and when they do we want you to tell us about it. We recognise the value that concerns and complaints can provide in planning for the future and in improving services for the benefit of the local community.

We are also very pleased to receive positive feedback and compliments about our work and the quality of health services you have received as a local resident.

For compliments

If you would like to provide positive feedback and compliments about our work please contact us via:

- **Postal address:**
NHS West Norfolk Clinical Commissioning Group
King's Court
Chapel Street
King's Lynn
PE30 1EL
- **Email:** WESTNORFOLKCCG.compliments@nhs.net
- **Telephone:** 01553 666900

Raising a concern

If you have a concern you can raise it with the Patient Enquiries Team by telephoning 0800 587 4132 or emailing angliacsu.pals@nhs.net

Making a formal complaint

If you remain unhappy and wish to make a formal complaint, you can do this by contacting the North East London Commissioning Support Unit's (NEL CSU Anglia) complaints team who manages complaints on our behalf. You can contact them using the following details:

- **Postal address:**
Customer Services Manager
NHS North East London CSU Anglia
Lakeside 400
Old Chapel Way
Broadland Business Park
Norwich
NR7 0WG
- **Email:** angliacsu.customerservices@nhs.net
- **Telephone:** 01603 595857

Where can I get support?

If you would like independent advice or support through the complaints process, POhWER, an independent and free advocacy service may be able to assist you. This is a free and confidential service that offers help and information in making a complaint about the NHS. You can contact POhWER using the following details:

- **Postal address:**
POhWER
Independent Complaints & Advisory Service
PO Box 14043
Birmingham
B6 9BL

- **Telephone:** 0300 456 2370
- **Email:** pohwer@pohwer.net
- **Website:** <http://www.pohwer.net>

What if I am not satisfied with the response?

If you have had your complaint investigated and remain unsatisfied with the local resolution, you do have the option to contact the Health Service Ombudsman to request an independent review of your complain. They can be contacted using the following details:

- **Postal address:**
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
- **Telephone:** 0345 015 4033
- **Email:** phso.enquiries@ombudsman.org.uk
- **Website:** <http://www.ombudsman.org.uk>



West Norfolk

Clinical Commissioning Group



West Norfolk Clinical Commissioning Group



Needs You!



Clinical Commissioning Groups (CCGs) are the organisations that support your local GPs in deciding how and where to spend money on healthcare services.

West Norfolk CCG is led by local family doctors and commissions healthcare for around 164,500 patients living in the area. Our aim is to ensure we plan and buy the right integrated (or joined-up) services in order to improve the health and wellbeing of local people.

The clinicians and staff from your surgery have an active say in how services are designed and operate to improve and maintain the health of the population of West Norfolk.

As patients and members of the public, you have a really important role to play. Your insight and experience of healthcare is vital to ensuring that we are commissioning quality services that meet the needs of local people.

As a CCG we are keen for you to get involved with how health and care services are designed, delivered and reviewed, and to know what to do when you want your voice to be heard.

We appreciate that everyone has a right to understand and have a say in how health services are run, so we have made this guide showing you how you get involved in West Norfolk.

How to...find out more about us

West Norfolk CCG is a local organisation, led by local family doctors, established to commission (plan and buy) healthcare for people living in West Norfolk. We took over from the Primary Care Trust, NHS Norfolk and Waveney, at the start of April 2013. We do not provide healthcare like a GP practice or hospital. Our role is to make sure the appropriate care is in place for the people of West Norfolk - within the budget we have.

Our Governing Body meets in public usually every month and we would like to hear from you! By listening to you and understanding your experience we will be better able to plan services now and in the future. Anyone is welcome to come to our Governing Body meetings – just come along and find out more about us.

To find out more about West Norfolk CCG, for venues and dates of our Governing Body and for details of how to get in touch visit www.westnorfolkccg.nhs.uk

For more news and updates you can follow us on [Twitter@WestNorfolkCCG](https://twitter.com/WestNorfolkCCG) or like our Facebook page NHS West Norfolk Clinical Commissioning Group. 

How to...get involved

Patient and public involvement in NHS services and care is crucial to ensure the treatment and support offered is the best for everyone.

At West Norfolk CCG, we want to ensure that our patients are fully involved in all aspects of the way we develop services and our decision-making processes. As a CCG our role is make sure that the people of West Norfolk receive the services they need when they need them and to do that we need to understand the views of our patients. We pride ourselves on being an open, transparent and listening organisation.

This has always been a priority in the NHS but is now part of a law called the NHS Constitution which sets out the rights and responsibilities we have as patients.

There are a number of ways in which you can get involved with the work of the CCG – some of them are listed here:

- Taking part in a working group
- Attending focus groups or workshops
- Working alongside us on projects
- Responding to questionnaires and national surveys
- Commenting on consultation documents
- Taking part in discussion forums

- Commenting on our public leaflets
- Attending a public meeting
- Attending our Governing Body meetings
- Being a member of your local practice's Patient Participation Group

If you wish to be more involved contact Caroline Howarth, Patient and Practice Engagement Manager on 01553 666913 or email caroline.howarth@nhs.net



How to...Improve your services

Healthwatch Norfolk is the consumer voice on health and social care in the county. It is an independent organisation that makes sure that those who commission and provide care understand the needs, priorities and concerns of the public.

To find out more and become a member of Healthwatch Norfolk visit: www.healthwatchnorfolk.co.uk

healthwatch
Norfolk