Compliments, concerns or complaints

If you would like to compliment our service, or have concerns or a complaint, please contact us at the following address:

Patient Advice and Liaison Service (PALS)
East of England Ambulance Service NHS Trust, Hospital Lane, Hellesdon. Norwich. Norfolk NR6 5NA
Tel: 01603 422820
Email: pals@eastamb.nhs.uk

If you would like any help or support in making a complaint, independent help is available from:

Independent Complaints Advocacy Service (ICAS), PO Box 14043. Birmingham. B6 9BL.
Tel: 0845 456 1084
Email: pohwer@pohwer.net

It is important that you make a complaint as soon as possible. If you have any questions about the complaint handling procedure including timescale, confidentiality and what will happen, then please contact PALS. Once you have received details of the outcome of the investigation if you remain unhappy, you can write to:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank. London. SW1P 4QP.
Tel: 0345 015 4033.
Email: phso.enquiries@omdudsman.org.uk

If you would like this leaflet in large print, audio, Braille, alternative format or in a different language, please ring: 01603 422820 and we will do our best to help.
**What is the Out-of-hours service?**

We can help when your GP surgery is closed and you need urgent emergency, primary health care and treatment at night, weekends and on public holidays. This service is for urgent and emergency issues which cannot wait until the next time your own GP surgery is open.

**When is it available?**

- **Weekdays between 6.30pm and 8.00am.**
- **Weekends and public holidays - 24 hours.**

Please call your surgery number and listen to the recorded information.

You will either be directed to ring the out-of-hours service on: **01603 488488**, or you will be automatically diverted to our call centre in Norwich.

**What to expect**

When you call us, you will be asked for your NHS number. Please have this to hand.

Our call-taker will ask you for details of your problem.

Your call is prioritised and you will receive a call back from a clinician.

**They will either:**

- Give you advice over the telephone on how to treat yourself at home or to visit a local pharmacy
- Ask you to attend a local primary care centre, where you may be treated
- Arrange for you to have a home visit.
- Home visits are allocated on clinical requirement and urgency.

**Other options for health care**

**Pharmacy**
Ask a pharmacist for advice about the most useful items to keep in your home medicine cabinet so that you are able to treat illness and injury yourself.

Your local community pharmacist can also assist with requests for repeat medications as your GP in routine surgery hours.

**NHS Direct**
Not sure if you need a doctor, or just want information and advice about a health problem? Call NHS Direct on: **0845 4647** available 24 hours, or visit their website **www.nhsdirect.nhs.uk**

**Norwich NHS Walk-in centre**
Timber Hill, The Mall, Norwich.

Open 7am-9pm seven days a week

This is staffed by GPs and nurse practitioners and can give treatment for a wide range of illness and injury. No appointment is necessary.

Tel: **0300 0300 333**

**Cromer Hospital minor injuries unit**
Open 8am to 10pm seven days a week, for the treatment of all kinds of minor injuries.

Tel: **01603 646230**

**Emergencies**
Think carefully before dialling 999 for an ambulance or going to a hospital accident and emergency department (A&E). These services are for people who are seriously ill or injured.