

Hospitals and Mental Health Services

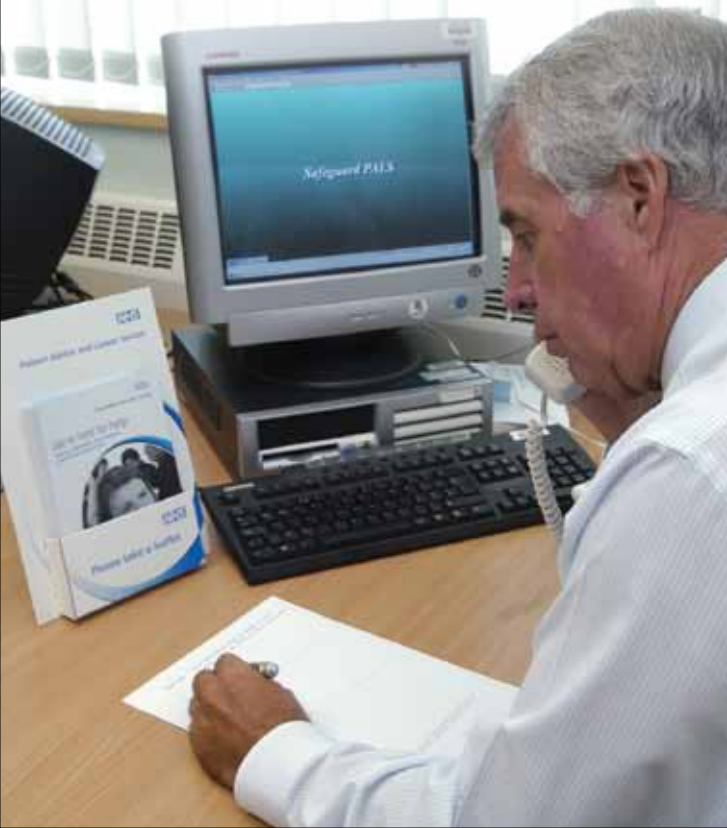
If you have a concern about a hospital or mental health service you will need to contact their PALS services directly.

For independent help with making a complaint about the NHS

Independent Complaints Advocacy Services (ICAS)

Tel: 0845 120 3784

Email: pohwer@pohwer.net



Contact Us

Please contact the PALS and Complaints service on 020 3317 3003 or pals.ncl@nclondon.nhs.uk if you need more copies of this leaflet or would like a copy of this leaflet in a different language or format (e.g. large print):

Turkish	Eğer bu belgeyi size birisinin tercüme etmesini istiyorsanız, lütfen şu numarayı arayın: 020 3317 3003
Somali	Haddii aad u baahan tahay turjume kuu sharxa dokumentigan, fadlan soo wac talefoonkan 020 3317 3003
Bengali	যদি আপনার ইংরেজী প্রথম ভাষা নয়, এবং আপনি এই ডকুমেন্টটি পড়তে চান, তা হলে আনুবাদ সুবিধার প্রয়োজন হয়। দয়া করে টেলিফোন কেবিনে: ০২০ ৩৩১৭ ৩০০৩।
Spanish	Si necesita un intérprete para que le explique este documento, llame al 020 3317 3003
Portuguese	Se precisar de um intérprete para explicar este documento, faça o favor de ligar para este número de telefone 020 3317 3003
Arabic	المستند، الرجاء الاتصال على رقم 020 3317 3003 إذا كنت في حاجة إلى مترجم فوري لشرح هذا
Cantonese	如果你需要一名翻譯來解釋這篇文件，請致電 020 3317 3003
Farsi	شفاهی نیاز دارید، لطفاً با 020 3317 3003 تماس بگیرید. اگر برای دریافت توضیح در مورد این سند به مترجم
Polish	Jeśli do wyjaśnienia niniejszego dokumentu potrzebny jest tłumacz, proszę zadzwonić pod numer 020 3317 3003
Greek	Εάν χρειάζεστε διερμηνεία για επεξήγηση αυτού του εγγράφου, παρακαλούμε τηλεφωνήστε στον αριθμό 020 3317 3003

NHS North Central London

Stephenson House,
75 Hampstead Road,
London NW1 2PL



NHS CALL 24 HOURS ON
0845 Direct 4647



NHS

North Central London

PALS and Complaints service

The NHS North Central London PALS and Complaints service is here to help



Barnet Camden Enfield Haringey Islington

The NHS North Central London PALS and Complaints service is here to help.

If you live in Barnet, Camden, Enfield, Haringey or Islington and...

- would like to record a complaint, concern or compliment about your local Primary Care Trust
- would like information or advice about local health services
- have a problem with your healthcare
- want help to make a complaint

The PALS and Complaints service is here to help.

The PALS and Complaints service is unable to give medical advice. If you have an immediate health problem please contact your GP or call NHS Direct on 0845 46 47. If you are looking for a GP or dentist then visit www.nhs.uk to find one.

Primary Care Services

If you have a concern, compliment or complaint about a GP, dentist, optometrist or pharmacy, then you should contact them directly.

If you need any support to complain or give your feedback then contact NHS North Central London PALS and Complaints service:

FREEPOST RSSE-SHET-UJTL
PALS and Complaints service
NHS North Central London
5th Floor, Stephenson House
67-87 Hampstead Road
London NW1 2PL

Tel: 020 3317 3003

Opening hours: Monday - Friday, 9am-5pm

Email: pals.ncl@nclondon.nhs.uk

Other NHS PALS and complaints services

Community Services

If you have a concern or complaint about a community service such as your local health centre, physiotherapy or podiatry service, then contact:

Barnet

Tel: 0800 368 0412

Email: clchpals@nhs.net

Camden

Tel: 020 7685 5973

Email: patientsupport.cps@nhs.net

Enfield

Tel: 020 8937 7926

Email: pals@beh-mht.nhs.uk

Haringey and Islington

Tel: 020 7288 5551

Email (complaints):

whh-tr.whitthealthcomplaints@nhs.net

Email (PALS): whh-tr.whitthealthpals@nhs.net

