

## Contact Us

Please use the following telephone numbers when contacting teams or staff within the CCG, or within its functions some of which are run by other organisations on behalf of the CCG. Please note that the CCG does not hold ANY patient information so will be unable to assist a patient or member of the public with such a request.

| Team/function  | Organisation which runs this function for the CCG  | Telephone Number     | Email address/postal address/website   |
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| <p><b>Patient Advice and Liaison Service</b><br/>           This team receives enquires about local primary care practice registration and letters from members of parliament about local services.</p> <p>Enquires or complaints about hospital or community services should be directed to the equivalent team for the organisations that provide them (locally this will be Buckinghamshire Healthcare NHS Trust, Oxford Health NHS Foundation Trust and South Central Ambulance Service NHS Trust)</p> | <p>South, Central and West Commissioning Support Unit</p> <p>Located in High Wycombe</p> | <p>0800 328 5640</p> | <p><a href="mailto:Scwcsu.palscomplaints@nhs.net">Scwcsu.palscomplaints@nhs.net</a></p> <p>Albert House, Queen Victoria Road, High Wycombe, Bucks HP11 1AG</p> <p>CLICK HERE FOR<br/> <a href="#">CCG web page</a> (Aylesbury Vale)<br/> <a href="#">CCG web page</a> (Chiltern)</p> <p>Complaints about primary care should be directed to NHS England<br/> <a href="https://www.england.nhs.uk/contact-us/complaint/">https://www.england.nhs.uk/contact-us/complaint/</a></p> <p>The NHS Choices website also provides details of local practices when searching by postcode<br/> <a href="https://www.nhs.uk/pages/home.aspx">https://www.nhs.uk/pages/home.aspx</a></p> |

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| <p><b>Continuing Healthcare</b><br/> Also known as "fully funded NHS care", this is free care outside of hospital with ongoing health needs that is arranged and funded by the NHS. This team processes applications for fully funded care and eligibility assessments. Letters and correspondence from applicants, relatives and solicitors should be sent direct to this team.</p> <p>This care can be provided in any setting; at home or in a care home. If you do not qualify for NHS continuing health care you will still receive mainstream services free of charge, i.e. GP, District Nursing Services, Specialist therapy.</p> <p>If NHS continuing healthcare is provided in a care home, it will cover the care home fees, including the cost of accommodation, personal care and healthcare costs. If NHS continuing care is provided in the home of the person, it will cover personal care and healthcare costs.</p> | <p>Oxford Health NHS Foundation Trust</p> <p>Located in High Wycombe</p> | <p>01865 902861</p> | <p><a href="mailto:oxfordhealth.BucksCHCreferrals@nhs.net">oxfordhealth.BucksCHCreferrals@nhs.net</a></p> <p>Albert House, Queen Victoria Road, High Wycombe, Bucks HP11 1AG</p> <p>Public Information Leaflet:<br/> If you do not qualify for NHS continuing health care then you may have to pay for some or all of your care, although the NHS will still provide for your medical needs. You may have to take a local authority means test to decide how much you should pay towards your personal care and accommodation if you are in a care home.<br/> <a href="https://www.gov.uk/government/publications/nhs-continuing-healthcare-and-nhs-funded-nursing-care-public-information-leaflet">https://www.gov.uk/government/publications/nhs-continuing-healthcare-and-nhs-funded-nursing-care-public-information-leaflet</a></p> <p>Claims and redress<br/> <a href="https://www.england.nhs.uk/wp-content/uploads/2015/04/nhs-cont-hlthcr-rdress-guid-fin.pdf">https://www.england.nhs.uk/wp-content/uploads/2015/04/nhs-cont-hlthcr-rdress-guid-fin.pdf</a></p> <p>This was published on 1st April 2015, the purpose of which is to detail the appropriate interest rate which should generally apply to NHS Continuing Healthcare redress and assist CCGs when settling claims for individuals arising from NHS Continuing Healthcare eligibility decisions or where an eligibility decision has been reached on a previously un-assessed period of care in respect of NHS Continuing Healthcare and the need for redress has been identified.</p> |

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| <b>Freedom of Information Requests</b>   | South, Central and West Commissioning Support Unit                            | All requests must be in writing  | <a href="mailto:SCWCSU.FOI@nhs.net">SCWCSU.FOI@nhs.net</a><br>Omega House, 112 Southampton Road, Eastleigh, SO50 5PB  |
| <b>Requests for Medical Records</b><br>(otherwise known as "Subject Access Requests")  | Located in Eastleigh  | 02380 627643                     | <a href="mailto:SCWCSU.SAR@nhs.net">SCWCSU.SAR@nhs.net</a><br>Omega House, 112 Southampton Road, Eastleigh, SO50 5PB  |
| <b>Individual Funding Requests</b>   | South, Central and West Commissioning Support Unit<br>Located in High Wycombe | 01494 555530                     | <a href="mailto:Bucks.IFRrequests@nhs.net">Bucks.IFRrequests@nhs.net</a><br><br>IFR Service, Albert House, Queen Victoria Road, High Wycombe, Bucks HP11 1AG<br><br><a href="http://www.fundingrequests.cscsu.nhs.uk/buckinghamshire/cosmetic-other-surgeries-devices-screening-diagnostics-and-other-therapies-policy-statements/">http://www.fundingrequests.cscsu.nhs.uk/buckinghamshire/cosmetic-other-surgeries-devices-screening-diagnostics-and-other-therapies-policy-statements/</a> |
| <b>Media or journalist enquiries</b><br>Monday to Friday 9am to 5pm<br>This is the number to contact a member of the communications team from 5.00pm – 9.00am, Monday to Friday and 24 hours at weekends and bank holidays if there is an emergency. | Buckinghamshire County Council  | 01296 382444<br><br>07825 430978 | <a href="mailto:communications@bucksc.gov.uk">communications@bucksc.gov.uk</a><br><br>County Hall, Walton Street, Aylesbury HP20 1UA  |
| <b>Medicines Management Team</b><br><br>This team receives all enquiries about prescribing   | n/a – in house team   | 01494 586714                     | <a href="mailto:Bucks.mmt@nhs.net">Bucks.mmt@nhs.net</a><br><br>Ground Floor, Chiltern District Council Offices, King George V Road, Amersham HP6 5AW<br><br><a href="http://www.bucksformulary.nhs.uk/">http://www.bucksformulary.nhs.uk/</a>  |

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| <p><b>Finance</b></p> <p>Any enquiries about outstanding CCG invoices should be directed to this team</p>  | <p>South, Central and West Commissioning Support Unit<br/>Located in High Wycombe</p> | <p>01494 552303</p> | <p><a href="mailto:Linda.page3@nhs.net">Linda.page3@nhs.net</a></p> <p>Albert House<br/>Queen Victoria Road<br/>High Wycombe<br/>Bucks HP11 1AG</p>   |
| <p><b>Safeguarding</b></p> <p>The Safeguarding designated professionals work within the Quality Team, providing support, advice and signposting for both Children and Adults as part of a collaborative, Multi-Agency approach. E.g. Local Authority, Education, Police and voluntary Sector. Working Hours are Monday-Friday 9.00am-5.00pm.</p> | <p>N / A – in house team</p>  | <p>01296 585903</p> | <p><a href="mailto:Safeguarding.bucksccg@nhs.net">Safeguarding.bucksccg@nhs.net</a></p> <p>Second Floor, The Gateway, Gatehouse Rd, Aylesbury, HP19 8FF</p>   |
| <p><b>Chief Officer and Corporate Services (Aylesbury)</b></p> <ol style="list-style-type: none"> <li>1. Urgent Care Team</li> <li>2. Commissioning Team</li> <li>3. Transformation Team</li> <li>4. Quality Team</li> <li>5. Primary Care Team (except for queries about primary care practice registration)</li> </ol>                         | <p>n/a – in house team</p>  | <p>01296 585900</p> | <p><a href="mailto:Bucksccgs@nhs.net">Bucksccgs@nhs.net</a></p> <p>Headquarters, Second Floor, The Gateway, Gatehouse Rd, Aylesbury, HP19 8FF</p> <p>Members of the public, patients, general practices or solicitors are asked not to send individual patient information to this address. Any correspondence in relation to continuing healthcare should be posted only to the address given above.</p> |