

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
<p>Continuing Healthcare Also known as "fully funded NHS care", this is free care outside of hospital that is arranged and funded by the NHS. This team processes applications for fully funded care and eligibility assessments for patients resident in the Aylesbury Vale and Chiltern local authority districts. Letters and correspondence from applicants, relatives and solicitors should be sent direct to this team.</p>	<p>Oxford Health NHS Foundation Trust</p> <p>Located in High Wycombe</p>	<p>01865 902861</p>	<p>oxfordhealth.BucksCHCreferrals@nhs.net</p> <p>Albert House, Queen Victoria Road, High Wycombe, Bucks HP11 1AG</p>
<p>Patient Advice and Liaison Service 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>Scwcsu.palscomplaints@nhs.net</p> <p>Albert House, Queen Victoria Road, High Wycombe, Bucks HP11 1AG</p> <p>CLICK HERE FOR CCG web page (Aylesbury Vale) CCG web page (Chiltern)</p> <p>Complaints about primary care should be directed to NHS England https://www.england.nhs.uk/contact-us/complaint/</p> <p>The NHS Choices website also provides details of local practices when searching by postcode</p> <p>https://www.nhs.uk/pages/home.aspx</p>

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Freedom of Information Requests	South, Central and West Commissioning Support Unit Located in Eastleigh	All requests must be in writing	SCWCSU.FOI@nhs.net Omega House, 112 Southampton Road, Eastleigh, SO50 5PB
Requests for Medical Records (otherwise known as "Subject Access Requests")		02380 627643	SCWCSU.SAR@nhs.net Omega House, 112 Southampton Road, Eastleigh, SO50 5PB
Individual Funding Requests	South, Central and West Commissioning Support Unit Located in High Wycombe	01494 555530	Bucks.IFRrequests@nhs.net IFR Service, Albert House, Queen Victoria Road, High Wycombe, Bucks HP11 1AG
Media or journalist enquiries Monday to Friday 9am to 5pm 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 07825 430978	communications@buckscc.gov.uk County Hall, Walton Street, Aylesbury HP20 1UA
Medicines Management Team This team receives all enquiries about prescribing	n/a – in house team	01494 586714	Bucks.mmt@nhs.net Ground Floor, Chiltern District Council Offices, King George V Road, Amersham HP6 5AW
Finance Any enquiries about outstanding CCG invoices should be directed to this team	South, Central and West Commissioning Support Unit Located in High Wycombe	01494 552303	Linda.page3@nhs.net Albert House Queen Victoria Road High Wycombe Bucks HP11 1AG
Safeguarding 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.	N / A – in house team	01296 585903	Safeguarding.bucksccg@nhs.net Second Floor, The Gateway, Gatehouse Rd, Aylesbury, HP19 8FF

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<p>Chief Officer and Corporate Services (Amersham)</p> <ol style="list-style-type: none"> 1. Urgent Care Team 2. Commissioning Team 3. Transformation Team 4. Quality Team 5. Primary Care Team (except for queries about primary care practice registration) 	n/a – in house team	<p>01296 585900 (Aylesbury Vale)</p> <p>01494 586700 (Chiltern)</p>	<p>Buckscogs@nhs.net</p> <p>Members of the public or patients are asked not to send individual patient information to these addresses</p> <p>Second Floor, The Gateway, Gatehouse Rd, Aylesbury HP19 8FF</p> <p>Ground Floor, Chiltern District Council Offices, King George V Road, Amersham HP6 5AW</p>