

Patient Advice and Liaison Service (PALS) Frequently Asked Questions

Advice, Concerns and Complaints

For more information see CCG Website page for our [PALS team](#)

- [North East Essex CCG PALS](#) Tel: 01206 918730 or 0800 3285620
- [Colchester Hospital University Foundation Trust](#) Tel: 01206 742683 or 01206 742936
- [Anglian Community Enterprise](#) (including Clacton and Harwich Hospitals and minor injuries units)
Tel: 0800 819 9030
- [North Essex Partnership Foundation Trust](#) (Mental Health) PALS Tel: 01245 546433 pals@nepft.nhs.uk
- [East of England Ambulance Service](#) (including patient transport) PALS Tel: 03000 134995
- [NHS England](#) (for primary care concerns/complaints) Tel: 0300 3112233
- **Care UK (for out of hours and Colchester Walk in Centre)** Tel: 01255 394012 or email nee.complaints@nhs.net
- [NHS 111](#) Tel: 01233 505450
- **Choose and Book** 01206 752858
- [Parliamentary and Health Service Ombudsman](#) Tel: 0345 015 4033
- [Essex Advocacy Service](#) Tel: 0300 3435736

Feeling unwell – Where to get help

For more information see CCG Website [Feeling Unwell](#)

- [NHS 111](#) Tel: 111
- [Pharmacy Services](#)
- [Emergency Dentist](#) or out of hours GP– Tel: 111
- [Clacton Minor Injuries Unit](#) – Tel: 01255 201594
- [Colchester Walk In Centre](#) – Tel: 01206 314015
- [Harwich Minor Injuries Unit](#) – Tel: 01255 201201
- [Accident and Emergency](#) – Tel: 01206 747474 999
- [Information about your treatment](#)
- **Dentist that makes home visits for housebound:** Witham Health Centre 01376 302749

Look after yourself

For more information see CCG Website [Look After Yourself](#)

- The above website contains a link to NHS Choices to help find a GP or dentist, and links to fact sheets on common conditions, information about children and young people, health and wellbeing.
- [Community Voluntary Services](#) Tel: 01206 505250 for Colchester, 01255 425692 for Tendring

- [Continuing Health Care](#) Tel: PALS 01206
- [Health Trainers](#) Tel: 0800 7313133
- Weight loss and healthy lifestyle: Anglian Community Enterprise Tel: 01206 363002
- 'My Social Prescription' on 0800 7311655

Cancer Information and Support

- **MacMillan Cancer Information and Support Centre** based at Essex County Hospital in Colchester
Tel: 01206 744401

End of Life services

- **Single Point End of Life Service** for North East Essex Tel: 01206 890360

GP Care Advisors

- For practical help with issues such as housing, filling in forms. Ask for information at your GP practice.

North East Essex CCG Health Forum

- NEE CCG website for contact details <http://www.neessexccg.nhs.uk/Have%20Your%20Say.html> or phone
NEE CCG PALS on 01206 286939

Healthwatch

- Tel: 01376 572829

Support for family carers:

- Essex Carers Support on 01255 474410
- Crossroads Care Tendring and Colchester Tel: 01255 860960

Patient transport

- Colchester voluntary transport services 01206 216600 or 216602
- Helping Hands (cover the whole of Tendring) 01255 427888
- Tendring Dial a Ride 01255 436962 (not including Harwich)
- Harwich Connections Tel: 01255 552010 (don't do dial a ride)
- Frinton Christian community transport 01255 677000
- Great Bentley voluntary transport 01206 250724

Toe nail cutting service: Age UK Toenail cutting service Tel: 01245 423 333

Continence Service: Anglian Community Enterprise. Tel: 01255 206221, 206255 or 01206 518540

Help with common mental health problems such as anxiety

- Health in Mind Tel: 0300 330 5455
- NERIL helpline 4pm to 7.30am 7 days a week Tel: 0845 0900 909

Falls Prevention Service: Tel 01206 518522

Concerns and questions about Dementia: Dementia Service Helpline on Tel: 01206 228975

Someone who can speak up on my behalf: Essex Advocacy Services on Tel: 01245 382838

Essex Social Services Tel: 0845 6037630

Care Quality Commission Tel: 03000 616161

Falls prevention Service: Tel: 01206 518522

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