

**Surrey and Sussex Healthcare NHS Trust (SASH)**

**(Acute provider)**

East Surrey Hospital, Canada Avenue, Redhill, Surrey, RH1 5RH

**PALS**

**Tel:** 01737 231 958

**Email:** [pals@sash.nhs.uk](mailto:pals@sash.nhs.uk)

**Complaints**

**Tel:** 01737 768511 extension 6825 during office hours

**Email:** [SASH.complaints@nhs.net](mailto:SASH.complaints@nhs.net)

**Leacroft Medical Practice (Crawley GP Hub provider)**

Practice Manager, Leacroft Medical Practice, Langley House, Langley Drive, Langley Green, Crawley, RH11 7TF

**Tel:** 01293 574747

**Email:** [cccg.leacroft@nhs.net](mailto:cccg.leacroft@nhs.net)

**IC24**

**(GP Out of Hours provider)**

Governance Team

The Long Barrow, Orbital Park, Ashford, Kent TN24 0GP

**Tel:** 01233 505 450 (Kent office – option 1)

**Email:** [cg@IC24.nhs.uk](mailto:cg@IC24.nhs.uk)

**South East Coast Ambulance Service NHS Foundation Trust**

**(Emergency Ambulance and NHS 111 provider)**

Patient Experience Team

40-42 Friars Walk, Lewes, East Sussex BN7 2XW

**Tel:** 0300 1239 242

**Email:** [pet.secamb@nhs.net](mailto:pet.secamb@nhs.net)

**South Central Ambulance Service**

**(Non-emergency / Patient Transport provider)**

Patient Experience Team, Unit 7 & 8 Talisman Business Centre, Talisman Road Bicester, Oxfordshire, OX26 6HR

**Tel:** 0300 123 9280

**Email:** [PatientExperience@scas.nhs.uk](mailto:PatientExperience@scas.nhs.uk)

**Healthwatch**

**(Advocacy Service & Consumer Champion)**

Healthwatch West Sussex, Billingshurst Community Centre, Roman Way, Billingshurst, RH14 9QW

**Tel:** 0300 012 0122

**Email:** [ihcas@healthwatchwestsussex.co.uk](mailto:ihcas@healthwatchwestsussex.co.uk)

**Sussex Community NHS Foundation Trust (Community provider)**

Service Experience Team

FREEPOST (BR117)

Elm Grove, Brighton, BN2 3EW

**Tel:** 01273 242292

**Email:** [sc-tr.PALS@nhs.net](mailto:sc-tr.PALS@nhs.net)

**Sussex Partnership NHS Foundation Trust (Child and Adult Mental Health provider)**

Complaints Team

Sussex Partnership NHS Foundation Trust, Swandean, Arundel Road, Worthing, BN13 3EP

**Tel:** 0300 304 2198

**Email:** [complaints@sussexpartnership.nhs.uk](mailto:complaints@sussexpartnership.nhs.uk)

**Parliamentary & Health Service Ombudsman**

Millbrook Tower, Mill Bank, London, SW1P 4QP

**Tel:** 0345 015 4033

**Web:** [www.ombudsman.org.uk/making-complaint](http://www.ombudsman.org.uk/making-complaint)

**NHS England**

**Since 1 April 2013 NHS England is responsible for:**

Complaints and Contact Centre  
NHS England, PO Box 16738,  
Redditch B97 9PT

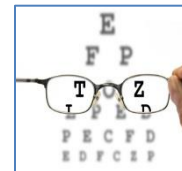
**Tel:** 0300 311 2233

**Email:** [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

**GP practices**



**Optician**



**Pharmacy**



**Dental practices**

