

GETTING IN TOUCH

With The Lighthouse Child Development Centre

Have a question?



To ask a question about your child's care, including appointments, waiting list queries and referrals:

epunft.lighthouse.reception@nhs.net
0344 257 3952

We aim to respond within 5 working days.

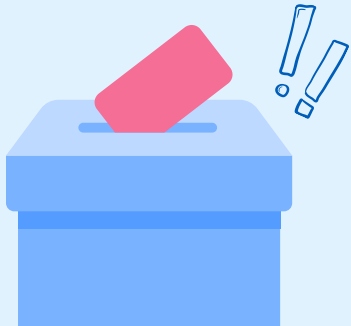
For a repeat prescription



Please submit a prescription request within two weeks of it running out. Email:

epunft.lighthouse.prescriptions@nhs.net
Or call: **0344 257 3951**

Raise a concern



We may be able to help you more quickly if you get in touch with our Patient Advice and Liaison Service (PALS), who can work with managers at The Lighthouse to resolve any issues.

epunft.pals@nhs.net
0800 0857 935

To make a complaint:

epunft.complaints@nhs.net
01268 407 817

Give feedback



Share your views by visiting the [iWantGreatCare website](https://www.iwantgreatcare.com) and searching the service code 5082. You can also contact your local parent carer forum.

Local support

We work closely with local parent carer forums:

- [Essex Family Forum](#)
- [Southend SEND Independent Forum](#)

There is also lots of helpful information on local offer pages:

- [Southend Local Offer](#)
- [Essex Local Offer](#)

Keeping you informed

Read the latest news and get involved in our parent, carer and young person network: [The Lighthouse - Keeping you informed](#)

