

Have your say

Problems, Complaints or Suggestions
Easy read

draft



A member of staff or a carer can support you to read this booklet. They will be able to answer any questions that you have.

Problems, complaints or suggestions



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has a complaints policy. This leaflet is about how to make a complaint or suggestion.

If you think that we could improve our service or if you have an idea please let a nurse know.

What is a complaint?

A complaint is speaking up about something you are not happy with or you do not like.

What can I complain about...?

Here are some of the things you might want to complain about:



People

How staff talk to you and treat you.



Care

Are you getting what you need?



Information

Have things been explained to you so that you understand?



Buildings

Was the building where you were seen or live clean?



Food

Was the food OK?

Steps to take if you are unhappy?



Talk to someone you trust. Ask them to help you.



You could contact:

- Your key worker or support worker
- Your named nurse
- A manager in charge or team leader
- A friend
- An advocate – this is someone who acts on your behalf to support you in making decisions
- A family member
- The Chief Executive
- Someone in the Complaints Department
- PALS – this is an organisation to help people with problems about the NHS
- ICA, ICAN, People First or Voice – this is a group of people who help with complaints in the health service
- Local Authority Social Services Department
- The Care Quality Commission

These people may be able to help with your complaint or concerns.

You can make a complaint by writing a letter or asking someone to help you write a letter.



If they can't help you, write or call the Complaints Department.



Someone will look into your complaint. Then they will write to you to tell you what they have found.



They will decide if they need to take another look at your complaint and will contact you to talk about it.

If you are not happy with what you are told you can go to the Parliamentary and Health Service Ombudsman.

Remember:

If you are not happy about something there are always people to listen and help.

Some useful contacts

Name	Address	Telephone/ email address
Complaints Department	Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW) St. Nicholas Hospital Jubilee Road, Gosforth, Newcastle, NE3 3XT	Tel: 0191 245 6672 Email: complaints@cntw.nhs.uk
Patient Advice and Liaison Service (PALS)	For: Newcastle, North Tyneside Cumbria, Northumberland and North Cumbria	Tel: 0800 032 0202
South of Tyne Patient Advice and Liaison Service (PALS)	For: Gateshead, South Tyneside, Sunderland and Lotus Ward at Acklam Road Hospital, Middlesbrough	Tel: 0800 328 4397
Coram Voice – Advocacy service for young people	Gregory House Coran Campus 49 Mecklenburgh Square London WC1N 2QA	Tel: 0808 800 5792
North East NHS Independent Complaints Advocacy – ICA	Aidan House Sunderland Road Gateshead NE8 3HU	Tel: 0808 802 3000

People First (for Cumbrian residents)		Tel: 0300 303 8037
Name	Address	Telephone/ email address
Independent Complaints Advocacy Northumberland – ICAN (for Northumberland residents)	Adapt (NE) Burn Lane Hexham Northumberland NE46 3HN	Tel: 01434 600 599 Email: advocacy@adapt-tyndale.org.uk
Care Quality Commission	Care Quality Commission National Customer Service Centre Citygate Gallowgate Newcastle upon Tyne NE1 4PA	Tel: 03000 616 161 Email: enquiries@cqc.org.uk
Parliamentary and Health Service Ombudsman	Parliamentary and Health Service Ombudsman Millbank Tower Millbank London SW1P 4QP Website: www.ombudsman.org.uk	Tel: 0345 015 4033 Email: phso.enquiries@ombudsman.org.uk

References

CNTW(0)07 – Complaints Policy, Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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