

Do you have any concerns or complaints about our services?

We are always interested to hear from you



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Information for service users, families, carers and supporters



Are you unhappy about your care?

You may feel:

Upset



Angry



Fed up



... we want to hear what you have to say

You can speak to

a nurse



A doctor



a manager



They will try and sort out the problem with you straight away.

If you are not happy



If you are unhappy about anything at all you should tell a member of staff straight away.

They can try to find a way to help you.

If you do not want to talk to a member of staff you can talk to someone from the Patient Advice and Liaison Service.



on **0800 052 0219**

Or you can write to



The Patient Advice and Liaison Service
Flatts Lane Centre
Normanby
Middlesbrough
TS6 0SZ



tewv.pals@nhs.net

They will look at this and try to sort it out for you.

If you would like to make a complaint, remember...



You will not be in trouble if you want to make a complaint



If you are unhappy about something it is better to tell us straight away.

You can also talk to the following advocacy services who can help you make your complaint



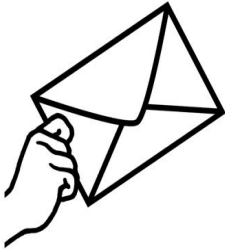
ICA North East
0808 802 3000

Clover Leaf North Yorkshire
0300 012 4212

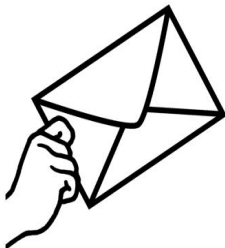
York Advocacy
01904 414357

Or you can ask a member of staff for a list of advocates in your area.

If you are still unhappy after you have spoken to staff or PALS you can write a letter to



Chief Executive
West Park Hospital
Edward Pease Way
Darlington
DL2 2TS



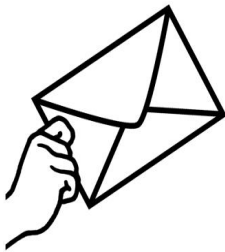
Complaints Manager
Flatts Lane Centre
Flatts Lane
Normanby
Middlesbrough
TS6 0SZ



tewv.complaints@nhs.net

If you are still unhappy after the Chief Executive has written to you, you can ask for an independent review of your complaint.

This means that your complaint will be reviewed by the Health Service Ombudsman.



Millbank Tower
Millbank
LONDON
SW1P 4QP



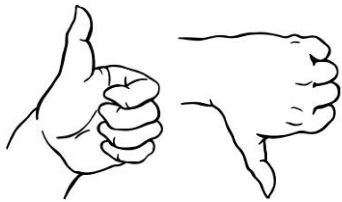
0345 015 4033



phso.enquiries@ombudsman.org.uk

Feedback

We'd like to know if you thought this information was:



- good or bad
- if anything was missing you wanted to know
- if there was anything you didn't understand.
- Let a member of your care team know

Pictures are from CHANGE Picture Banks
www.changepeople.org