

## Introduction



Most patients are happy with the care they receive in our hospital, but we realise that there may be times when we do not get things right. When this does happen we need to know.

## How do I raise a concern?



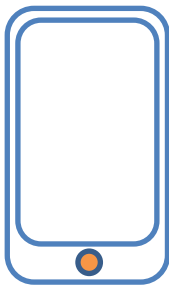
Most concerns can usually be sorted out straight away by the staff that are caring for you. Tell them what is worrying you and they will do their best to help you.



If you want to talk to someone not directly involved in your care, you may prefer to speak to our PALS -Patient Advice and Liaison Service.



You can ask a member of staff to contact PALS for you.



You can phone PALS on

Cumberland Infirmary - 01228  
814008

West Cumberland Hospital - 01946

523818



Or you can email PALS at:

[Palscic@ncuh.nhs.uk](mailto:Palscic@ncuh.nhs.uk)

[Palswch@ncuh.nhs.uk](mailto:Palswch@ncuh.nhs.uk)



If you are still unhappy and wish to make a complaint it is important you try to do so within twelve months of the event.



We are responsible for replying to complaints about services provided by our staff working in local hospitals and clinics. If you are not sure whether your complaint should be directed to us, contact PALS or the Patient Relations Team and they will advise you.

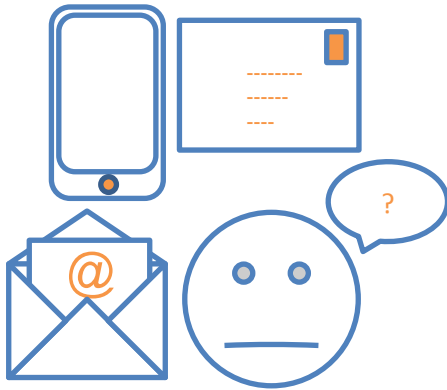


If other agencies were involved in the event you are complaining about, we will liaise with them as part of our investigation.



We recognise people sometimes worry that making a complaint could be detrimental to the patient's care so we have processes in place to make sure complaints are dealt with in a confidential and sensitive way that does not discriminate against anyone.

## Who do I contact?



Complaints can be made verbally, in writing or by email.



You can write to:

Chief Executive  
North Cumbria University Hospital  
NHS Trust  
Newtown Road  
Carlisle  
CA2 7JG



You can email:

[complaints@ncuh.nhs.uk](mailto:complaints@ncuh.nhs.uk)



You can contact our Patient Relations  
Department on 01228 814018

## Can I get help?

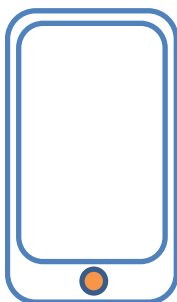


You can get help to make a complaint from an Advocacy Service. They offer a free and confidential service that is independent of the NHS-and tailored to individual client need. Their staff can help you through the NHS complaints process.



If you live in the Cumbria area, you can contact:

Best Life Independent Advocacy by People First by writing to them or visiting them at 4 -6 Oxford Street, Workington, CA14 2AH



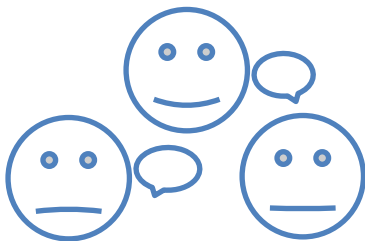
You can phone them on:  
01900 607208



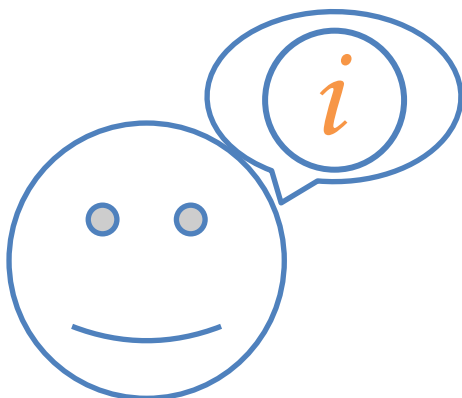
You can write them an e-mail at  
[admin@peoplefirstcumbria.co.uk](mailto:admin@peoplefirstcumbria.co.uk)

Further details are available via their website [www.bestlife.org.uk](http://www.bestlife.org.uk)

## What happens after I have made a complaint?

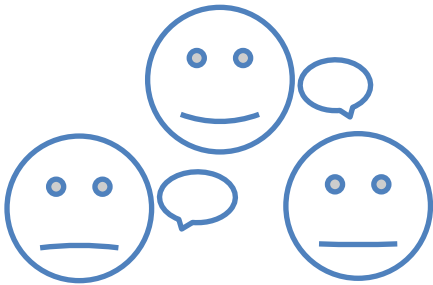


When we receive your complaint we will investigate the issues you have raised. The Chief Executive will normally write back to you when our investigations are complete but occasionally, we may suggest a meeting.



Sometimes, an investigation can take longer. In which case, we will discuss the reason for this with you and let you know what is happening.

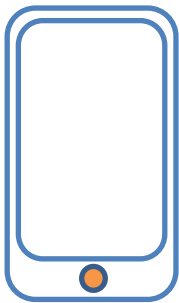
## What if I am still unhappy?



We may suggest you meet with the appropriate staff to discuss your complaint in person or that we make further enquiries and write to you again.

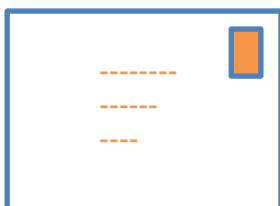


If we cannot resolve your complaint you can refer it to the Parliamentary and Health Service Ombudsman.



You can phone them on:

0345 015 4033



You can write to them at:

Millbank Tower

Millbank

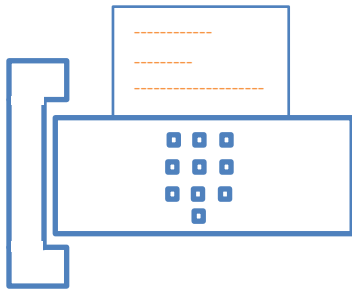
London

SW1P 4QP



You can write them an e-mail at:

Phso.enquiries@ombudsman.org.uk



You can fax them on:

01670511260

Further details are available via their website [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## What will the Health Service Ombudsman do?



The Ombudsman will consider whether everything possible has been done by the Trust to address and resolve the issues raised and can decide that no further action is required, or they may refer the matter back to the Trust for further work to be undertaken or they may decide to carry out a review of the case.



## What difference will I have made by raising a concern or making a complaint?



We are committed to learning lessons from concerns and complaints and to use them to improve the services we provide, not only for that particular patient but for all patients. To do that, we also need to know what we do well. Any compliments about our services may also be sent to the Chief Executive.