
Your Experience

Compliments Concerns Complaints

...tell us what **you** think!



Your Experience - tell us what you think, compliments, concerns and complaints leaflet.

Tell us what you think



We want to hear what you think about our services.



What you say can make our services better.



If you are not happy with the care from our service, you can complain.



You can:

- talk to any of our staff

Tell us what you think



You should also write down what people say.



Write down the name of the person you speak to about your complaint.



We would also like to hear if you are happy with our services.



- telephone: **0800 694 5530**
- this call is free

Tell us what you think



- email: wcnt.yourexperience@nhs.net



- write a letter - this is free

FREEPOST
Community NHS Trust
Patient Experience



- fill in a feedback form
- ask a member of staff for one



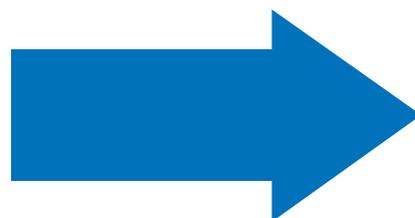
- visit our website: wchc.nhs.uk



Data Protection

Wirral Community Health and Care NHS Foundation Trust will use information securely in line with the law. We share anonymous data in a range of key publications.

If you are still not happy with our response to your complaint there are other organisations you can speak to. The following pages give you all the details you need to do this.



Tell us what you think



- visit the NHS Choices website:
www.nhs.uk



We will acknowledge your concern or complaint in three working days.



If you provide us with your contact details we will get in touch to talk about your concern or complaint.



If you are still not happy, you can contact the Health Service Ombudsman.

Tell us what you think



It is free to contact the Health Service Ombudsman and they do not work for the NHS.



They look at your complaint only after the NHS have tried to sort it out first.



If they think the NHS did not deal with your complaint in the right way, they can suggest how they can make things right.



You can contact the Ombudsman by:
Telephone: **0345 015 4033**

Tell us what you think



Email: phso.enquiries@ombudsman.org.uk



Textphone: **0300 061 4298**



Text:

Text the words 'call back' and your name and mobile number to **07624 813 005** and they will telephone you back.



Write to:

**Parliamentary and Health Service,
Ombudsman,
Millbank Tower,
Millbank, London SW1P 4QP**

Tell us what you think



Website: www.ombudsman.org.uk

Email:

phso-enquiries@ombudsman.org.uk



It is free to contact the **Local Government and Social Care Ombudsman** and they do not work for the NHS.



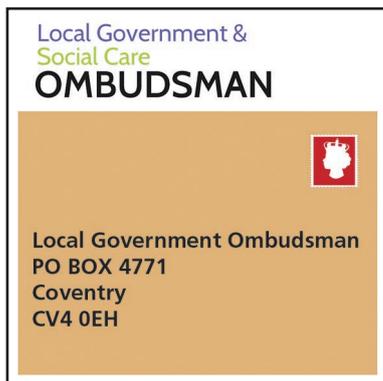
Telephone:

0300 061 0614



Website: www.lgo.org.uk

Tell us what you think



Write to:
Local Government Ombudsman
PO BOX 4771
Coventry
CV4 0EH



Healthwatch Independent Complaints Advocacy

They can give you advice and support if you want to make a complaint about your NHS service.



It is free to use and they will keep your information secret.



They do not work for the NHS

Tell us what you think



Tel: **0151 230 8957**



Email:

info@healthwatchwirral.co.uk