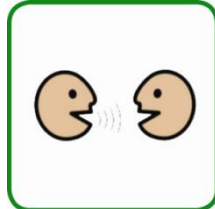


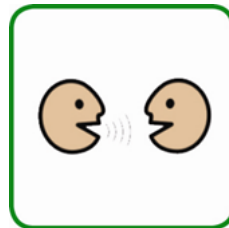
Are you happy with the way you have been treated?



Happier | Healthier | Hopeful

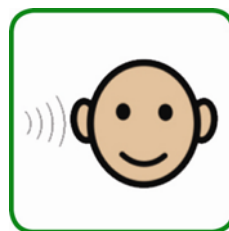


It's okay to say some nice things



It is ok to tell us things

This could be about anything, such as:



Staff listening to you

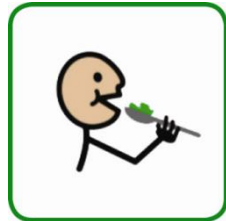


Staff who help you

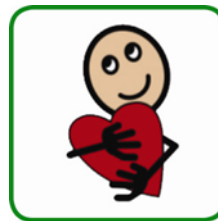




Staff who help you understand



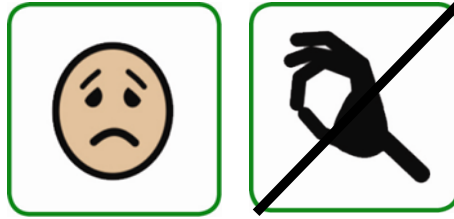
Food available



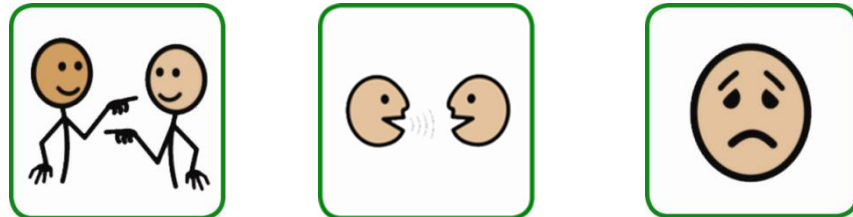
Having a choice



Staff are nice to you

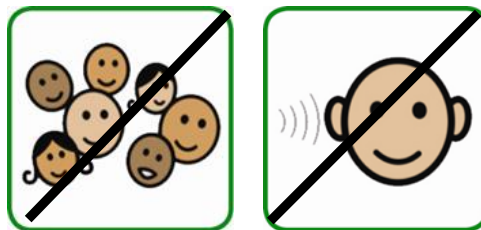


What might you complain about?

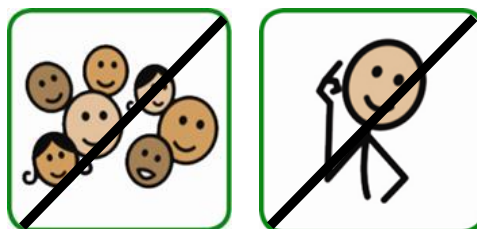


If you are unhappy about something, you can tell
us

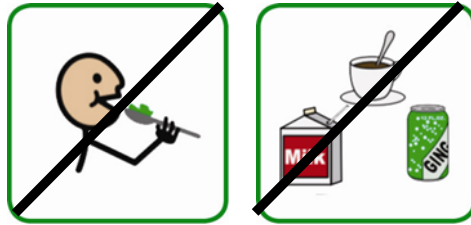
This could be about anything, such as:



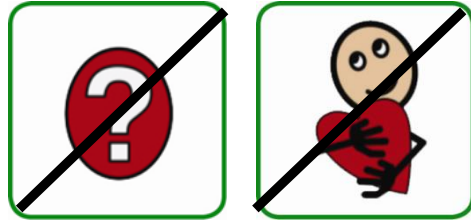
Staff do not listen to you



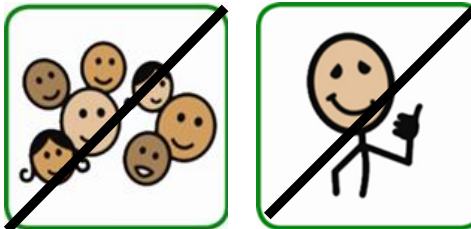
Staff who don't help you understand



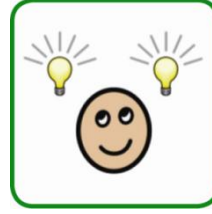
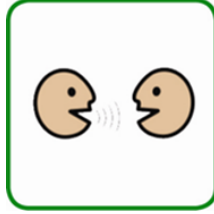
Do not have the right food



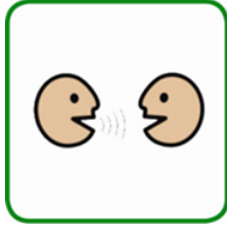
Not having a choice



Staff are not nice to you

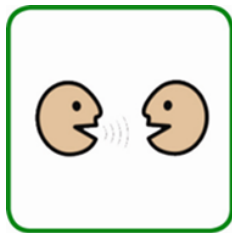


It's OK to tell us your ideas

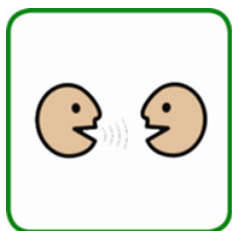


You may have a good idea about how we can make things better

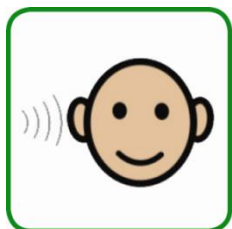
This could be about anything, such as:



Being involved in your care



Being listened to

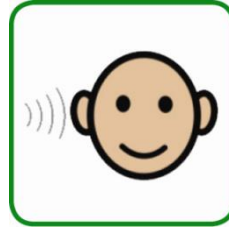
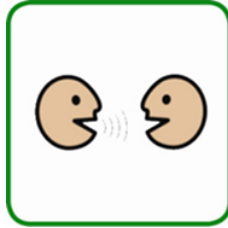


Making things easier to understand



Things that will help you

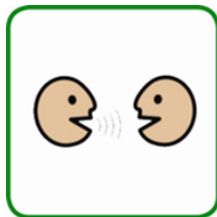
Who can you tell?



You can tell anyone who you can talk to and listen to you



Talk to a member of staff



Tell your family, friend or advocate and ask them to talk to us for you

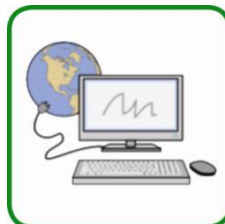
Contact the Patient Experience Team

Write to us at:



Patient Experience Team
Maglona House
68 Kingstown Broadway
Carlisle, CA3 0HA

Send us an email:



PET@cumbria.nhs.uk

Ring us



Telephone 01228 602128

Ring us



Freephone 0800 633 5547

Additional Information

If you would like this factsheet in another language or format, e.g. Braille, large print or audio, you can do so by contacting:

Membership and Communications Department

Voreda | Portland Place | Penrith | CA11 7QQ

T: 01228 603890 | E: communications.helpdesk@cumbria.nhs.uk