

# Patient Experience Team



**Cumbria Partnership NHS Foundation Trust (CPFT) aims to provide the highest standards of care for people using our services.**

Happier | Healthier | Hopeful

## The Patient Experience Team will:

Recognise that as a patient, relative or carer, sometimes you may need to turn to someone for help. The Patient Experience Team provides a confidential advice and support service, helping you to resolve any concerns you may have. The team includes Complaints, Patient Advice and Liaison (PALS), Involvement and Engagement of people who use our services and their carers, volunteers and members of the Trust.

- The Experience of Care Team aims to:
- Listen to your concerns, suggestions, or queries
- Help resolve issues quickly and effectively
- Advise and support anyone in contact with our services
- Provide information about the local health services
- Point you in the right direction for other useful sources of information and support
- Provide a friendly approach
- Ensure that feedback received from people who use our services is used to improve the service provided
- Advise you regarding Advocacy Services
- Advise you regarding Interpreter Services including DeafVision

CPFT is open to constructive comments; all of which will receive careful consideration. If you wish to make a comment you can use:

- Face to Face
- Here for You ward visits
- Community and ward links to questionnaires
- Website
- Telephone
- Email
- Write to us



If you are pleased with the service you have received we would like to know. Your views are important to us and this helps the Trust improve the service provided.

Please either:

- Call
- Email
- Text
- Write to us

Other factsheets that may be helpful to you are

- Comments, Compliments and Complaints

Within the Patient Experience Team there are many leaflets regarding other agencies you may wish to make contact with.

### Contact us

Patient Experience Team  
Cumbria Partnership NHS Foundation Trust  
The Coppice  
Carleton Clinic  
Cumwhinton Drive  
Carlisle  
CA1 3SX

Telephone: 01228 602128  
Freephone: 0800 633 5547  
Text: 07827 312 699  
Email: [PET@cumbria.nhs.uk](mailto:PET@cumbria.nhs.uk)

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call:

**01228 603890**

E: [communications.helpdesk@cumbria.nhs.uk](mailto:communications.helpdesk@cumbria.nhs.uk)

Or write to Engagement and Communications  
Voreda House | Portland Place | Penrith | CA11 7QQ



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