



Happier | Healthier | Hopeful

Patient stories

Tell us about your care

Patient stories are a way of gaining valuable feedback from patients and carers about Cumbria Partnership NHS Foundation Trust (CPFT) and the quality of care we provide.

Benefits of telling your story

Telling us your story gives you an opportunity to talk about your experiences of using CPFT services. This helps us to learn about what we do well at CPFT and what we need to improve.

Who will help you tell your story?

The Trust has a team made up of people who use our services, carers and staff. We are here to help you tell your story about using CPFT services. We will arrange a convenient time to meet you and support you at every step.

What will happen if you agree to take part?

A member of the Patient Experience Team will meet you and ask you how you feel your care has been. They will listen while you tell your story, in your own words. They may ask questions occasionally, to help them understand how your experience has been.

When you are telling your story, they may use a tape or voice recorder so we do not miss anything from your story.

We will then take the recording away and write up the points in your story. We will share a copy of your story to check it is right before we share the information with the Trust.

Who will have access to your story?

Only people who use our services, carers and staff involved in the project will have access to information that identifies you. We will share your information anonymously (it will not contain information that could identify you).

Please be assured that any care and treatment you are receiving from services provided by CPFT will not be affected if you choose to tell us your story.

Consent Form

We will provide a consent form for each person who participates in Patient Stories and they will be stored by the Patient Experience Team.

Will my personal information be stored securely?

All information collected about you will be held by the Patient Experience Team and stored in a locked cabinet. If your details are held on a computer, this will be automatically saved onto a secure NHS System. All data stored will comply with the Data Protection Act.



What to do next if you want to tell us your story

If you are a patient or carer, please contact the Patient Experience Team on the contact details provided on this leaflet or speak to a member of staff to let us know you are interested.

Contact us

If you would like to take part in Patient Stories, please contact:

Patient Experience Team

The Coppice

Carleton Clinic

Cumwhinton Drive

Carlisle

CA1 3SX

Telephone: 01228 602128 or 01228 608257

Freephone: 0800 633 5547

Text: 07827 312 699

Email: 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

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



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