

Are you happy with the way you have been treated?



Happier | Healthier | Hopeful

Making a Compliment, Comment or a Complaint

It's okay to say some nice things

If you are happy about something, you can tell us

- Staff listening to you
- Staff who help you
- Staff who help you understand
- Having a choice
- Staff are nice to you



It is ok to complain

If you are unhappy about something, you can tell us

- Staff who do not listen to you
- Staff who don't help you understand
- You not having a choice
- Staff who 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

- 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

Or Contact the Patient Experience Team

Write to us at:



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

Ring us



Telephone 01228 602128

Send us an email:



PET@cumbria.nhs.uk

Ring us



Freephone 0800 633 5547

Confidentiality

‘The Trust’s vision is to keep your information safe in our hands.’

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email Information.Governance@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



Happier | Healthier | Hopeful

ID: TW024

Version: 3

Issue date: October 2017

Review date: October 2019

© 2016 Cumbria Partnership NHS Foundation Trust

made with
photosymbols®