

Introduction

Most patients are happy with the care they receive in our hospitals, but we realise that there may be times when we do not get things right. When this does happen, we need to know.

How do I raise a concern?

Most concerns can usually be sorted out straight away by the staff that are caring for you. Tell them what is worrying you and they will do their best to help you.

When necessary, they will contact a more senior member of staff, such as a Matron, for you.

If you want to talk to someone not directly involved in your care, you may prefer to speak to our Patient Advice and Liaison (PALS) service. You can ask any member of staff to contact PALS for you or you can by phoning 01539 795497 or ext 55497 from inside the hospital or emailing pals@mbht.nhs.uk

If you are still unhappy and wish to make a complaint then it is important that you try to do so within twelve months of the event.

We are responsible for replying to complaints about services provided by our staff working in local hospitals and clinics. If you are not sure whether your complaint should be directed to us, contact the Customer Care Team and they will advise you.

If other agencies were involved in the event you are complaining about, we will liaise with them as part of our investigation.

Complaints may be made verbally, in writing or by email.

We recognise people sometimes worry that making a complaint could be detrimental to the patient's care so we have processes in place to make sure complaints are dealt with in a confidential and sensitive way that does not discriminate against anyone.

Who do I write to when making a written complaint?

You should write to:
Chief Executive
University Hospitals of Morecambe Bay NHS Trust
Westmorland General Hospital
Burton Road
Kendal LA9 7RG

Or email:
CommentsandComplaints@mbht.nhs.uk

Can I get help to make a complaint?

You can contact our Customer Care Department on 01539 716621.

Advocacy Services offer a free and confidential service that is independent of the NHS and tailored to individual client need. Their staff can also support you through the NHS complaints process.

For the Cumbria area, please contact:-
Best Life Independent Advocacy by People First
on 01900 607208 or email

admin@peoplefirstcumbria.co.uk Further details are available via their website www.bestlife.org.uk

For the North Lancashire area, please contact: N-Compass North West on 01253 362140 or email admin@ncompassnorthwest.co.uk Further details are available via their website www.ncompassnorthwest.co.uk

What happens after I have made a complaint?

When we receive your complaint we will investigate the issues you have raised. The Chief Executive will normally write back to you when our investigations are complete but occasionally, may suggest a meeting.

Sometimes, an investigation can take longer. In which case, we will discuss the reason for this with you and let you know what is happening.

What if I am still unhappy?

We may suggest you meet with the appropriate staff to discuss your complaint in person or that we make further enquiries and write to you again. If we cannot resolve your complaint you can refer it to the Health Service Ombudsman:

Telephone: 0345 015 4033

Address: Millbank Tower, Millbank, London, SW1P 4QP

Email: Phso.enquiries@ombudsman.org.uk

Visit: www.ombudsman.org.uk

Fax: 0300 061 4000

What will the Health Service Ombudsman do?

The Ombudsman will consider whether everything possible has been done by the Trust to address and resolve the issues raised and can decide that no further action is required, or to refer the matter back to the Trust for further work to be undertaken or to carry out a review of the case.

What difference will I have made by raising a concern or making a complaint?

We are committed to learning lessons from concerns and complaints and to use them to improve the services we provide, not only for that particular patient but for all patients.

To do that, we also need to know what we do well. Any compliments about our services may also be sent to the Chief Executive.

And finally...

If you want to comment on the contents of this leaflet or need any more information please contact our Customer Care team on 01539 716621.

Updated: June 2013

Other formats

Large print, tape, braille and alternative language versions of this leaflet are available on request from our Customer Care Team on 01539 716621. Calls from Typetalk users are welcome.

Compliments and Complaints

If you have any compliments or concerns, we'd like to hear as soon as possible. In the first instance, please talk to the nurse in charge or the senior person present in the department.

The Chief Executive wants to hear about your experiences. You can write to the Chief Executive at Trust Headquarters, Westmorland General Hospital, Burton Road, Kendal, Cumbria, LA9 7RG. Further information can be found on our website: www.uhmb.nhs.uk.

Useful contact details

Patient Advice & Liaison Service 01539 795497
NHS 111 Service (24-hr health advice): 111

How to find us

Either telephone the relevant number above, or visit our website www.uhmb.nhs.uk.



SMOKEFREE

UHMBT is a no smoking Trust. Smoking is not permitted on any of the hospital sites. Giving up smoking is the best thing you can do for your health.

You can contact your local NHS stop smoking services on:

NHS North Lancashire 01524 845145
NHS Cumbria 01900 324 222

University Hospitals 
of Morecambe Bay
NHS Foundation Trust

Concerns or complaints



What to do if you want to raise a comment or complaint