

## Need Health Advice or Information or Want to Make a Complaint?

### Health Complaints

PALS (Patient Advice and Liaison Service) provide confidential, on-the-spot advice, information and support, helping people to sort out any concerns and questions they may have about the care they are receiving. PALS is available in each primary care trust, hospital trust and specialist trust in the country

<b>NHS Warrington e.g. GPs, Dentist</b> Marie Montgomery Millennium House 930-932 Birchwood Boulevard Millennium Park Birchwood Warrington WA3 7QN Freephone number 0800 389 6973 Marie.Montgomery@warrington-pct.nhs.uk	<b>Warrington and Halton Hospital Foundation Trust</b> Sue Milling Warrington Hospital Lovely Lane Warrington WA5 1QG 01925 275512 PALS@whh.nhs.uk
<b>5 Boroughs Partnership</b> Dennis Dewar Hollins Park House Winwick Warrington WA2 8WA Freephone number 0800 0834323 dennis.dewar@5bp.nhs.uk	<b>North West Ambulance Trust</b> Laura Austin Elm House Belmont Grove Anfield Liverpool L6 4EG 0151 261 2598 laura.austin@nwas.nhs.uk
<b>Community Service Unit e.g. District Nurses, Health Visitors etc</b> Val Harper Spencer House 95 Dewhurst Rd Birchwood, Warrington WA3 7PG 01925 843 713 Val.Harper@warrington-pct.nhs.uk	



## Health Complaints

If PALS cannot resolve your issue regarding any health trust, then you are entitled to make a formal complaint. Below are the contact details for the local health trusts if you wish to complain.

<b>NHS Warrington</b> Customer Care Manager or Clinical Risk Manager Tel: 01925 843600	<b>Warrington and Halton Hospital NHS Foundation Trust</b> Graham Thornley Patient Relations Manager 01925 635911
<b>5 Boroughs Partnership NHS Foundation Trust</b> Complaints Manager, Tel: 01925 664004 Fax: 01925 664052 Email: <a href="mailto:complaints@5bp.nhs.uk">complaints@5bp.nhs.uk</a>	<b>North West Ambulance Service NHS Trust</b> Investigations Officer Tel: 0151 261 2618 Fax: 0151 260 7441

If you want help and support through the complaints process contact **ICAS, Independent Complaints Advocacy Service** on 0161 247 8649 or email [manchestericas@carersfederation.co.uk](mailto:manchestericas@carersfederation.co.uk)

Anyone who feels that their complaint has not been handled satisfactorily by their local NHS body or practice can complain to the **Health Service Ombudsman**

Ring the complaints Helpline 0345 015 4033  
Or email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Or write to them at:  
The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

## Want to raise an issue or complain about Social Care?

You should start by explaining your concerns to the member of staff with whom you are in direct contact. If this is not possible, or if you are still not happy, you should ask to speak to that person's manager or the Complaints Manager. If you are still not satisfied you may ask for the matter to be investigated as a formal complaint. Contact the Manager of the service or the Complaints Manager at:

Warrington Borough Council  
Neighbourhood and Community Services  
Bewsey Old School  
Lockton Lane  
Warrington



WA5 0BF  
01925 444240

You can also visit the Contact Warrington Centre on Horse market Street.

If the above procedures fail to resolve a complaint in respect of social care services, a complainant may appeal to the relevant **Local Government Ombudsman**. If the complaint also concerns health care then the Health Service Ombudsman will jointly review the case. Contact the Local Government Ombudsman at:

Local Government Ombudsman  
PO Box 4771  
Coventry CV4 0EH  
Fax: 024 7682 0001  
0300 061 0614 or 0845 602 1983

