



Comments, compliments and complaints

Easy Read

How to get your views heard

If you want to **make a comment...**



Or, thank the staff **who cared for you...**



Or, if you are **unhappy about something...**



Or, just ask a **question...**




You can do so by:

 **Telephone:** 01253 951 200

 **Email:** ccgcomments@blackpool.nhs.uk

 **On the website:** www.blackpoolccg.nhs.uk/contact-us


 **Writing a letter to:** NHS Blackpool Clinical
Commissioning Group, Blackpool Stadium, Seaside
Way, Blackpool, FY1 6JX

Who can help me?

There are a few different organisations who can help you make a complaint by listening to you and helping you put your complaint in writing to us.

These are:

Empowerment:

 **Telephone:** 0300 32 32 100 (local rate calls)
01253 348 232


 **Email:** admin@empowermentcharity.org.uk

 **Website:** www.empowermentcharity.org.uk

Healthwatch Blackpool:


 **Telephone:** 0300 32 32 100 (local rate calls)

 **Email:** healthwatch@empowermentcharity.org.uk

 **Write to:** Healthwatch Blackpool, c/o Empowerment, 333
Bispham Road, Bispham, Blackpool, FY2 0HH

Blackpool Teaching Hospitals NHS Foundation Trust Patient Relations Team:

 **Telephone:** 01253 955 589

 **Write to:** Chief Executive, Blackpool Teaching Hospitals
NHS Foundation Trust, Blackpool Victoria
Hospital, Whinney Heys Road, Blackpool FY3 8NR

What happens next?

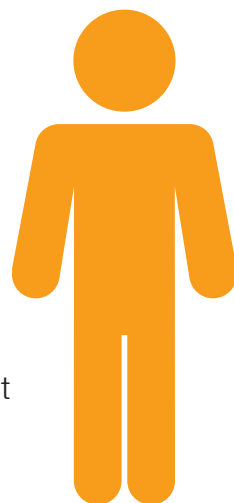
We will contact you within three working days of receiving your complaint.

We will then agree with you how we will look into your complaint.

We may need to collect personal information from you in order to provide the best possible service.

But, we will not give your personal details to anyone without your consent.

You also have the option to keep your complaint confidential and anonymous and if this is your preference, please tell us.







After your complaint has been thoroughly investigated, we will then send you a full written response.

What if I am unhappy with the way the NHS has handled my complaint?



You can ask the Parliamentary and Health Service Ombudsman to consider it further.

The Health Service Ombudsman contact details are:

-  0345 015 40 33
(The helpline is open 8.30 am to 5.30 pm Monday to Friday)
-  phso.enquiries@ombudsman.org.uk
-  www.ombudsman.org.uk
-  The Parliamentary and Health Service Ombudsman,
Millbank Tower, Millbank, London SW1P 4QP



We are always keen to hear about your experience as a patient, a carer or member of our local community.

We appreciate all feedback received and we use this to improve the services we provide to our community.

www.blackpoolccg.nhs.uk/contact-us

If you would like this leaflet in a different format, for example, large font, braille or a different language, please contact:

Email: ccg.admin@blackpool.nhs.uk

Tel: 01253 951 200

NHS

*Blackpool
Clinical Commissioning Group*