

### The Ombudsman

The Health Service Ombudsman for England

Millbank Tower, Millbank

London SW1P 4QP

Tel: (0345 015 4033)

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)



**Local Community Pharmacy** - Your local community pharmacies offer a wide range of services including information and general advice on symptom relief medicines as well as a prescription collection and delivery service.

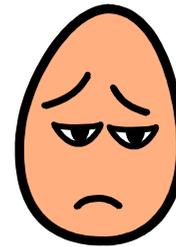
For impartial and confidential advice or information on the services provided by Bridgewater or to receive this leaflet in an alternative format call our Patient Services team on 0800 587 0562.

 [www.twitter.com/bridgewater\\_nhs](https://www.twitter.com/bridgewater_nhs)

 [www.facebook.com/bridgewater\\_nhs](https://www.facebook.com/bridgewater_nhs)

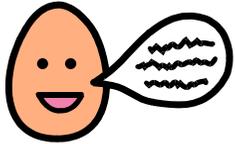
Visit our website at: [www.bridgewater.nhs.uk](http://www.bridgewater.nhs.uk)

### Information about making a complaint



## Introduction

Making a complaint means telling us about something you are not happy with.



You can make a complaint when you are not happy with the care you have received from any of our services.



You might want to complain:

- When things do not happen when you want them to
- When no one listens to you
- When things go wrong.

There are different ways you can make a complaint.



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## Useful contacts

### Patient Services Department

FREEPOST BRIDGEWATER

Bridgewater NHS Community Healthcare

Europa Point, Europa Boulevard

Warrington, Cheshire,

WA5 7TY

**Tel: 0800 587 0562**

Email: [bchft.patientservices@nhs.net](mailto:bchft.patientservices@nhs.net)



### healthwatch

#### Healthwatch (consumer champion for health and social care)

If you need help with making your complaint your local Healthwatch can do this. They can be contacted on:

**Tel: 03000 683 000**

[www.healthwatch.co.uk](http://www.healthwatch.co.uk)



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## What if I am still unhappy?

If you are still not happy you can ask for an Independent Review by the Health Ombudsman.



You should do this within 12 months of the date of the letter from the Chief Executive.



You can telephone the Ombudsman on:



**0345 015 4033**



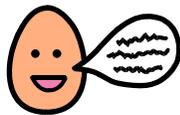
## We want to know what you think about our services

We want to know about the things that are not working as well so that we can make them better.

We also want to know if you are happy with our services.

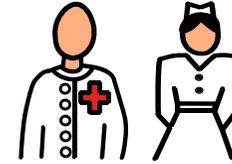
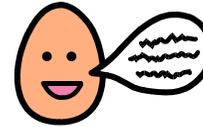


Please tell us about the care you have received.

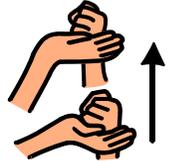
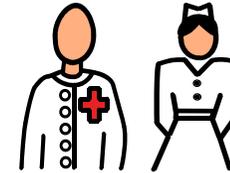
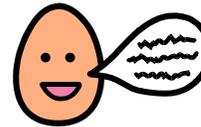


## Making a complaint

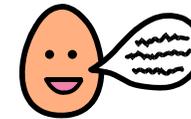
If you want to make a complaint you can talk to the health staff that you are seeing.



They will try to sort things out for you.



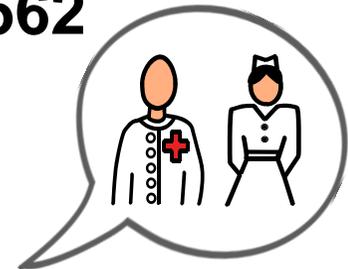
If you are still not happy you can talk to a member of the Patient Services Team.



You can telephone the Patient Services Team on:



**0800 587 0562**

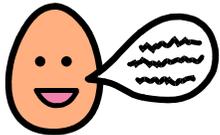


## Making a complaint

The Patient Services Team talk to people when they are not happy with their care.



They will help you to sort out your problem. The things you tell the Patient Services Team are private and confidential.



If you are still not happy you can make a formal complaint to the Patient Services Team. This is a written complaint. You can use the form in this leaflet to make your complaint.



If you need help making a complaint you can telephone Healthwatch:

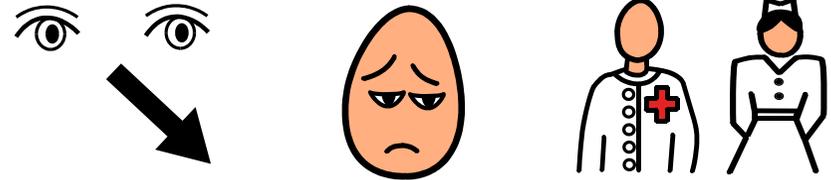
**healthwatch**



Tel: 03000 683 000

## What happens next

When we receive your complaint people will look into the things you are not happy with.



Sometimes we will arrange a meeting to help you to talk to us about your complaint so that we can try to sort it out with you.



The Chief Executive will write to you to tell you what has happened with your complaint.



# Listening to You....Your complaint

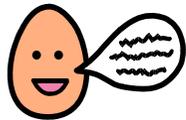
My Name is....

My address is....

Put your full address and contact details here:

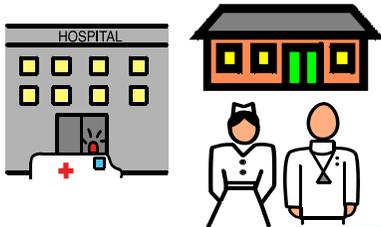


What do you want to make a complaint about?



What are you not happy about?

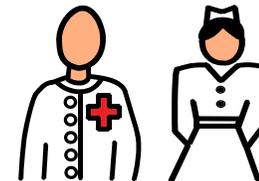
Hospital or clinic



Your treatment



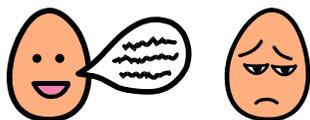
Your clinician



**Bridgewater**  
Healthcare at the heart  
of your community

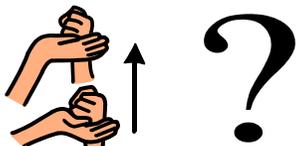
[www.bridgewater.nhs.uk](http://www.bridgewater.nhs.uk)

## Tell us about your treatment and your complaint...



What parts of the service you have had are you not happy with?

## What do you want us to do to help you?...



We will make sure someone contacts you by phone or letter about your complaint.



**Patient Services Department**, Bridgewater  
Community Healthcare NHS Foundation Trust  
Tel: 0800 587 0562  
Email: [bchft.patientservices@nhs.net](mailto:bchft.patientservices@nhs.net)



**Independent Complaints  
Advocacy Service**  
Tel: 0300 777 6543  
<https://healthwatchhalton.co.uk/advocacy-hub/>

**healthwatch**  
Tel: 03000 683 000  
[www.healthwatch.co.uk](http://www.healthwatch.co.uk)

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