

Ways to offer feedback



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Your honest feedback, good or bad, makes sure our services are the best they can be. Feedback will never change your care in a bad way. It could lead to good changes in the future for the services we offer.

If you have any questions, comments or problems we hope that you will talk to someone who is providing your care. We understand that you might prefer to talk to someone else.

Here are some options for sharing your feedback.

If you require additional support to feedback or want advice on the best option or the experience you want to share, email

yourvoice@cntw.nhs.uk



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

yourvoice@cntw.nhs.uk

This is a way of sharing your thoughts on care you received from a service or ward. This could be any type of experience, good or bad. You can ask us to let you know what happened with your feedback.



PALS
Patient Advice and Liaison
Service

North of Tyne (covering North of Tyne and North Cumbria)
northoftynepals.nhct.nhs.uk
0800 032 0202

South of Tyne (covering South of Tyne and Lotus Ward)
pals@cntw.nhs.uk
0800 328 4897

Provide confidential advice and support to service users, relatives and carers when you have a concern or query about care.



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Complaints Department
St. Nicholas Hospital, Gosforth,
Newcastle, NE3 3XT
complaints@cntw.nhs.uk
0191 245 6672

When you believe something went wrong, let us know. This will give us the opportunity to make sure you or someone else doesn't have the same experience.



www.healthwatch.co.uk

The purpose of Healthwatch is to understand the needs, experiences and concerns of people who use health and social care services and speak out on your behalf.



www.careopinion.org.uk

Care Opinion is a place where you can share your experience of health or care services to help make them better for everyone.



SCAN ME