

Making a complaint about a Mental Health service

If you have a complaint about any publicly funded mental health service make sure you let Healthwatch know about it.

Your complaint will be logged to enable us to keep track on how the services in South Tyneside are performing.

Telephone: 0191 489 7952 | Email: info@healthwatchsouthtyneside.co.uk

If you have concerns about any aspect of your care, or the service you receive it is best to speak to a member of staff involved with your care. Make an appointment so they have allocated time to spend with you. Take a list with you to ensure you cover all aspects of your complaint. Take notes during your meeting and ensure you add the date to your notes. If this discussion is not helpful, you may want to make a formal complaint. All organisations will have their own complaints procedure, ask for a copy so you can be clear on how your complaint will be handled by the service.

Contact the Cumbria, Northumberland, Tyne & Wear Trust

Complaints Department

Telephone: 0191 245 6672

Email: complaints@cntw.nhs.uk

Open: Mon - Fri 9am - 5pm

Or the Patient Liaison Service (PALS) – offer confidential advice and support to help you to sort out any concerns about your care.

Telephone: 0191 566 7074 or Freephone: 0800 328 4397

Email: pals@cntw.nhs.uk

Open: Mon - Fri 9am - 5pm

Do you need support to make your complaint?

If you need support to make a complaint and you have been detained under the Mental Health Act or if you have been assessed as 'lacking capacity' to make specific decisions then contact:

Tel: 0191 427 1500

Email: southtyneside.advocacy@nhs.net

Website: www.mhm.org.uk/south-tyneside-advocacy

If your issue has not been resolved contact the **Parliamentary & Health Service Ombudsman**. You can complain to them if an organisation has not acted properly or fairly or has given you a poor service and not put things right. They make final decisions on complaints that have not been sorted out by the NHS in England, UK government departments and some other UK public organisations.

Telephone: 0345 015 4033 | Email: phso.enquiries@ombudsman.org.uk | Website: www.lgo.org.uk | Open: Mon - Fri 8.30am - 5.30pm

You can also report your concern with the Care Quality Commission (CQC) here: www.cqc.org.uk/contact-us | Telephone: 03000 616161