



Who do I speak to after I have visited my local healthcare services?

We encourage individuals to share both positive and negative feedback with services they receive. Before making an official complaint, you should discuss your concerns with staff at the respective healthcare service to address the problem.

For healthcare services in Westmorland and Furness, the NHS North East and Cumbria Integrated Care Board (ICB) and NHS Lancashire and South Cumbria Integrated Care Board are the commissioners. This means that because they pay for primary care services, they are entitled to deal with complaints and comments if unable to be addressed by the practice itself. The contact details are found below:

Name	Services included	Address	Contact
Westmorland and Furness Council	<ul style="list-style-type: none"> • Children and families' services • Adult social care • Care homes • Domiciliary care • Adoption and fostering • Safeguarding services 	<p>Barrow: Town Hall, Duke Street, Barrow in Furness, Cumbria LA14 2LD</p> <p>Kendal (registered office): South Lakeland House, Lowther Street, Kendal, Cumbria LA9 4DQ</p> <p>Penrith: Voreda House, Portland Place, Penrith CA11 7BF</p>	<p>Email: complaints@westmorlandandfurness.gov.uk compliments@westmorlandandfurness.gov.uk</p> <p>Or online form: Internal Reviews and Complaints Westmorland and Furness Council</p>
NHS Lancashire and South Cumbria Integrated Care Board	<ul style="list-style-type: none"> • GP practices • Dental practices • Pharmacies • Opticians 	Lancashire and South Cumbria ICB Chorley House Lancashire Business Park Centurion Way PR26 6TT	Call: 01772 214 232 Email: lsc.icb@nhs.net

NHS North East and Cumbria Integrated Care Board	<ul style="list-style-type: none"> • GP Surgery • NHS dentist • NHS optician • NHS Pharmacy • Hospital Care • Mental health services (excluding Carelton Clinic then see above) • Out of hour services • Community services • NHS 111 	Complaints Team, North East and North Cumbria ICB, Pemberton House, Colima Avenue, Sunderland, Tyne and Wear, SR5 3XB	Email: necsu.pccomplaints@nhs.net Tel: 0191 512 8277
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If you remain unhappy after receiving the response from the primary care provider and NHS North East and Cumbria Integrated Care Board, then you can contact the Local or Parliamentary and Health Service Ombudsman. These should be approached if you have reached the end of the complaints process and are not happy with the organisation's final decision, since this decision is final. The contact details are found below:

Name	Telephone	Email address	Website
Local Government Ombudsman	Tel: 0300 061 0614 Tues to Fri: 10am-1pm	Online complaint form How to Complain	https://www.lgo.org.uk/
Parliamentary and Health Service Ombudsman (PHSO)	Tel: 0345 015 4033 Mon to Thurs: 8:30am-5pm Fri: 8:30am-12pm	Phso.enquiries@ombudsman.org.uk	https://www.ombudsman.org.uk/