



Who do I speak to after a hospital service?

You can contact a hospital service if you have a compliment or complaint about a service you or a loved one has received. With regard to a complaint, these should firstly be discussed with the staff on the hospital ward or department, to give them the opportunity to address the problem.

If after speaking with staff you still want to make an official complaint, it is advised to follow the guidance which the hospital trust itself provides. We also promote the sharing of positive feedback regarding hospital trusts in Westmorland and Furness too.

NHS Provider and Locality	NHS Services	Address to send letter	Further enquiries
North Cumbria Integrated Care NHS Foundation Trust	<ul style="list-style-type: none"> • Cumberland Infirmary • West Cumberland Hospital • Penrith Community Hospital 	Chief Executive, Management Suite Old Pillars Building Cumberland Infirmary Newtown Road Carlisle CA27HY	Call the trust on: 01228 814018 Or email them on: complaints@ncic.nhs.uk
University Hospitals of Morecambe Bay NHS Foundation Trust	<ul style="list-style-type: none"> • Furness General Hospital, Barrow-in-Furness • Westmorland General Hospital, Kendal • Ulverston Community Health Centre 	Chief Executive University Hospitals of Morecambe Bay NHS Foundation Trust, Westmorland General Hospital, Burton Road, Kendal, LA9 7RG	Call the Patient Relations team on 01539 716621 Or email: commentsandcomplaints@mbht.nhs.uk
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	<ul style="list-style-type: none"> • Community hospitals • Community nursing • Drug/alcohol services • Health visiting • Learning disability services • Mental health services • Allied health services such as podiatry, physiotherapy and occupational therapy • Community dentistry • Children's services 	Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust Complaints Department St Nicholas Hospital Gosforth Newcastle Upon Tyne NE3 3XT	Call Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust at: 300 555 0110 or 0191 245 6672 Alternatively, email complaints@cntw.nhs.uk

North East Ambulance Service NHS Trust		North East Ambulance Service NHS Trust HQ Bernica House Newburn Riverside, Newcastle Upon Tyne NE15 8NY	Call North East Ambulance Service at 0191 430 2000 Or fill out their online referral form at: https://www.neas.nhs.uk/patient-info/patient-feedback/complaints,-compliments-and-comments
---	--	---	--