

Give us your views

We would like to hear about your experience of the service you received.

Your feedback is important, because it helps our teams to understand where we can make improvements and where we are providing a good service.

You can provide feedback in a few ways:



Speak to our staff

Often the person on the telephone, or the crew member can answer your question or listen to your comments.

You can provide feedback to staff at any time.

Complete a survey

If you have ever used 999, 111 or the Patient Transport Service you can complete one of our online surveys and tell us about your experience.

Scan this QR code with the camera on your mobile phone and you'll be taken to our website www.nhs.uk/yourviews



North East Ambulance Service Patient Experience team

The team can take compliments, concerns or formal complaints

Telephone: **0191 430 2000, option 3**

Email: patientexperienceteam@neas.nhs.uk

Website: www.nhs.uk

Write: **Freepost RRSY-KYJC-UYHL, Patient Experience Team, North East Ambulance Service NHS Foundation Trust, Bernicia House, Goldcrest Way, Newburn Riverside, NE15 8NY**



Independent Complaints Advocacy (ICA)

Provides support (e.g. writing letters) to people who want to make a complaint about their NHS treatment. It is totally independent of the NHS and is free and confidential to all.

Telephone: **0808 802 3000**

Email: ica@carersfederation.co.uk

Website: www.nenhscomplaintsadvocacy.co.uk

If you live in the Northumberland, please contact the Independent Complaints Advocacy Northumberland (ICAN) at Healthwatch Northumberland

Tel: **01434 600 599**

Email: info@healthwatchnorthumberland.co.uk

Website www.healthwatchnorthumberland.co.uk

Healthwatch

Your local Healthwatch gathers information about NHS providers to monitor satisfaction. Healthwatch uses this information to make sure that patient, carer and community feedback is considered by the commissioners of NHS services and they can support individuals with enquiries and complaints.

Telephone: **0300 068 3000**

Email: enquiries@healthwatch.co.uk

Website: www.healthwatch.co.uk/find-local-healthwatch

The Parliamentary and Health Service Ombudsman (PHSO)

If you still feel that your concerns have not been fully addressed **once the formal complaints process has been completed**, you can get help from the ombudsman.

They may decide to carry out a free independent investigation into complaints about poor treatment or service provided through the NHS in England.

Telephone: **0345 015 4033**

Email: phso.enquiries@ombudsman.org.uk

Fax: **0300 061 400**

Website: www.ombudsman.org.uk

Write: **The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP**



Compliments

It's good to hear when we get things right. All compliments are passed on and appreciated by our staff.

Anonymised information is also shared internally through our staff magazine, bulletins and reports. If you would like to send a card or letter to thank the staff who treated you, or to say thanks on behalf of someone else, please send it to our patient experience team.

Please include as many details as possible, so that we can make sure it reaches the right people.

Sometimes things go wrong

When this happens, we will investigate your concerns, be open about the things we didn't get right, get back to you as quickly as possible and apologise. We want to learn from your experience so we can do things better in future. This may involve a meeting or further investigation.

We work hard to make sure you are treated fairly, with respect and in line with our policies and procedures. Your feedback allows us to understand how we are doing, learn when things go wrong and take action to address any concerns.

Remember

If, after our best efforts, you are still not completely satisfied with our response, you may contact the Parliamentary and Health Service Ombudsman, details on page 4, to request a review of your case.

Common questions

A list of common questions can be found on our website
www.neas.nhs.uk/about-us/patient-feedback/faq's.aspx

This leaflet can be made available in large print, Braille, or on an audio and can be translated into other languages on request.

Please contact the communications department at
publicrelations@neas.nhs.uk

Our website is at: **www.neas.nhs.uk**

Arabic

يتوفر الدعم للوصول إلى هذه الوثيقة بعدة لغات وبتنسيقات متنوعة عند الطلب. يرجى الاتصال هاتفياً بالرقم: publicrelations@neas.nhs.uk ، أو عبر البريد الإلكتروني 0191 430 2099

Urdu

درخواست کرنے کی صورت میں اس دستاویز تک متعدد زبانوں میں ر سائی حاصل کرنے کے لئے تعاون اور قابل رسائی فارمیٹ دستیاب ہیں۔ برائے مہربانی 0191 430 2099 پر ٹیلیفون کریں، publicrelations@neas.nhs.uk پر ای میل کریں

Bengali

বিভিন্ন ভাষায় ও অ্যাক্সেস করা যায় এমন রূপে এই নথিটি দেখার জন্য সহায়তা পাওয়া যায়। অনুগ্রহ করে টেলিফোন করুন: 0191 430 2099, ইমেল publicrelations@neas.nhs.uk

Polish

Na żądanie możemy udostępnić ten dokument w innym języku lub formacie.
Prosimy o kontakt telefoniczny: 0191 430 2099, email publicrelations@neas.nhs.uk

Chinese

本文件支持多种语言和格式，可按需要申领。联系方式：电话 0191 430 2099，电子邮箱 publicrelations@neas.nhs.uk

Give us your views



ForLife

For more information visit:

www.neas.nhs.uk

 @NEAmbulance  @NorthEastAmbulanceService

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