

Patient Experience, Compliments and Complaints

PALS -The Patient Advice and Liaison Service offers confidential advice, support and information on health-related matters. PALS can help with health-related questions, help resolve concerns or problems and can give you information about the complaints procedure.

<p>Warrington Hospital Susan Milling-Kelly</p> <p>01925 27 5512 PALs@whh.nhs.uk</p>	<p>North West Boroughs</p> <p>01925 664450 Complaints@NWBH.nhs.uk</p>	<p>Bridgewater Val Harper</p> <p>0800 587 0562 Patient.Services@bridge.water.nhs.uk</p>	<p>Primary Care - GPs, Dentist etc</p> <p>0300 311 22 33 England.contactus@nhs.uk</p>
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Complaints and Compliments - To make a formal complaint against an NHS service or give a compliment use the following contact details.

<p>Warrington Hospital</p> <p>Melany Pickup Chief Executive Lovely Lane Warrington WA5 1QG 01925 662281</p> <p>patient.experienceteam@whh.nhs.uk</p>	<p>North West Boroughs</p> <p>Complaints Team Hollins Park House Hollins Lane Winwick, Warrington, WA2 8WA 01925 664004</p> <p>complaints@nwbh.nhs.uk</p>	<p>Bridgewater Community Healthcare</p> <p>Divisional Director Spencer House 89 Dewhurst Road Birchwood Warrington WA4 3PG</p>	<p>Primary Care - GPs, Dentist etc</p> <p>NHS England Contact Centre PO Box 16738h Redditch B87 9PT</p> <p>0300 311 22 33 England.contactus@nhs.uk</p>
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Healthwatch - is the independent organisation which champions people's rights and choices in health and social care. Its main aims are to gain patient experience, give information and advice and offer independent advocacy and support through the NHS complaints process.

<p>Healthwatch Warrington</p> <p>The Gateway, 89 Sankey Street, Warrington, WA1 1SR 01925 246893 contact@healthwatchwarrington.co.uk</p>
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<p>Healthwatch Advocacy</p> <p>Also available via Healthwatch Warrington referral The Gateway, 89 Sankey Street, Warrington, WA1 1SR 0800 801 0389</p>

Warrington Clinical Commissioning Group – is the organisation who purchases health services for the people of Warrington. If you have any queries about aspects of your healthcare or of a commissioning decision you can contact the CCG on the details below:

Patient Experience Team
Complaints.nhswarringtonccg@nhs.net
01925 843743