

If you have any concerns about any aspect of your care, or the service you receive, it is best to first speak with a member of staff involved with your care.

If you find that staff cannot help you, or you are not comfortable speaking with them, you may want to make a formal complaint.

Do you need help making a complaint?

Contact **Healthwatch Bury** for any further help:
0161 253 6300
info@healthwatchbury.co.uk

I would like to make a complaint

ncompass Bury Advocacy Hub
0300 3030206
referral@buryadvocacyhub.co.uk

Social care

Residential care
Home care
Personal budgets

Primary care

GPs
Dentists
Opticians
Pharmacy

Other health care

Hospital
Mental Health
Community
111

Ambulance care

North West Ambulance Service NHS Trust
0345 112 6500

patient.experience@nwas.nhs.uk

PALS is a confidential NHS service designed to support patients, relatives and carers.

For patients of
Fairfield Hospital
Rochdale Infirmary,
Salford Royal
Hospital or Royal
Oldham Hospital:

pals@nca.nhs.uk

0161 778 5665

BSL only text reply:
07812 775905

Bury Council

0161 253 5151
adultcareservices@bury.gov.uk

Local Government Ombudsman
0300 061 0614
www.lgo.org.uk
(web form contact)

GM Integrated Care Board
0161 271 3110 for complaints
0161 253 5959 for PALS
gmicb-bu.burypatientservices@nhs.net

The Parliamentary and Service Ombudsman
0345 015 4033
www.ombudsman.org.uk
(web form contact)