

	<p>NHS CPFT – Complaints Service</p> <p>The Complaints Team provides a service for people who wish to make a formal complaint about the services provided by Cambridgeshire and Peterborough NHS Foundation Trust (CPFT). The services provided by CPFT include mental health, learning disability, social care and community services for adult and older people, child and adolescent mental health services across Cambridgeshire, and children's community services in Peterborough.</p> <p>CPFT encourages feedback and complaints about the services we provide. It is important for CPFT to learn from complaints and make any necessary changes to improve the quality of our services.</p> <p>You can call the team on freephone 0800 052 1411 or 01223 219440, leaving your name and number and a short message.</p> <p>Or by post to:</p> <p>Complaints Team, Cambridgeshire and Peterborough NHS Foundation Trust, Elizabeth House, Fulbourn Hospital, Fulbourn, Cambridge, CB21 5EF</p>
	<p>NHS – Patient Advice and Liaison Service (PALS)</p> <p>Offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers. You can find PALS in your local hospital.</p> <p>Support for individuals and families on hospital and nhs health care related matters and complaints service.</p> <p>Union House Cambridge Phone: 0800 376 0775 Royal Papworth Hospital Cambridge Phone: 01223 638896 Addenbrooke’s Hospital Cambridge Phone: 01223 216756</p>
	<p>Healthwatch Cambridgeshire</p> <p>If you use GPs and hospitals, dentists, pharmacies, care homes or other support services in your area, they want to hear about your experiences.</p> <p>They are independent and have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care.</p> <p>They can also help you to find reliable and trustworthy information and advice.</p> <p>https://www.healthwatchcambridgeshire.co.uk/</p> <p>Tel: 0330 355 1285 Email: enquiries@healthwatchcambspboro.co.uk</p>