

Greater Manchester complaints service contact details

Name of CCG / NHS Trust	Phone number	Email	Address	Manager
Bolton CCG	01204 462 022 Text: 07771 389539	bolccg.complaints@nhs.net	St Peters House Silverwell Street Bolton BL1 1PP	Diane Sankey
Salford CCG	0161 212 4800	salccg.involve@nhs.net	St James's House Pendleton Way Salford M6 5FW	
Bury CCG	0161 212 6270	patientservices.gmcusu@nhs.net	NHS Greater Manchester Shared Services Ellen House Waddington Street Oldham OL9 6EE	Rick Holden
Heywood, Middleton and Rochdale CCG	As above			
Oldham CCG	As above			
Tameside and Glossop CCG	As above			
Stockport CCG	As above			
Manchester CCG	As above			
Trafford CCG	As above			
Wigan	As above			
Manchester University NHS Foundation Trust PALS - (Manchester Royal Infirmary (MRI), University, Dental Hospital, Royal Manchester Eye Hospital, Saint Mary's	(0161) 276 8686	pals@mft.nhs.uk	Entrance 2, Manchester Royal Infirmary, Oxford Road, Manchester, M13 9WL	Claire Horsefield (Head of Customer Services) Brenda Crozier (PALS Manager)

<p>Hospital, Royal Manchester Children's Hospital (RMCH)</p> <p>PALS – Wythenshawe, Trafford, Withington & Altrincham Hospitals)</p> <p>Formal Complaints (MRI, Dental, Eye, Saint Mary's, RMCH, Wythenshawe, Trafford, Withington & Altrincham Hospitals)</p>	<p>(0161) 271 5600</p> <p>(0161) 276 4509</p>	<p>complaints@mft.nhs.uk</p>	<p>Entrance 5, Wythenshawe Hospital, Southmoor Road, Wythenshawe, Manchester, M23 9LT</p> <p>Trust Headquarters, Cobbett House, Manchester Royal Infirmary, Oxford Road, Manchester, M13 9WL</p>	
<p>Tameside Hospital</p>	<p>0161 922 4466</p>	<p>palsandcomplaints@tgh.nhs.uk</p>	<p>Chief Executive, Fountain St, Ashton-under-Lyne OL6 9RW</p>	
<p>Pennine Acute: North Manchester General Fairfield Royal Oldham Rochdale</p>	<p>0161 604 5897</p>	<p>pals@pat.nhs.uk</p>	<p>The Pennine Acute Hospitals NHS Trust Trust Headquarters North Manchester General Hospital Delaunays Road Crumpsall M8 5RB</p>	<p>Sue Hill, PALS North Manchester General Hospital</p> <p>Gill Armstrong, , The Royal Oldham Hospital</p> <p>Julia Grant, Fairfield General Hospital</p>

				Fiona Szelesi, Rochdale Infirmary
Stockport NHS Trust	0161 419 5678	trust.enquiries@stockport.nhs.uk	Patient and Customer Service Department, Stockport NHS Foundation Trust, Stepping Hill Hospital, Poplar Grove, Hazel Grove, Stockport SK2 7JE	
Salford Royal	0161 206 5139	pals@srft.nhs.uk	James Sumner Chief Officer Salford Royal NHS Foundation Trust Stott Lane Salford M6 8HD	
Greater Manchester Mental Health NHS Trust	(0161) 358 0600 0800 587 4793	customercare@gmmh.nhs.uk	Knowsley Building, Prestwich Site Bury New Rd, Prestwich, Manchester. M25 3BL	Jonathan Roberts
Pennine Care	0161 716 3083	https://www.penninecare.nhs.uk/contact/?id=1207	Pennine Care NHS Foundation Trust Headquarters Complaints Department 225 Old Street Ashton-under-Lyne Lancashire OL6 7SR	Ben Woffenden
Christies	<i>0161 446 8217</i>	<i>pals@christie.nhs.uk</i>	The Christie NHS Foundation Trust Wilmslow Road Manchester M20 4BX United Kingdom	

NWAS	0345 112 6500	Patient.safety@nwas.nhs.uk	Patient Safety Team North West Ambulance Service NHS Trust Lancashire Office 449 – 451 Garstang Road Broughton Preston PR3 5LN	
NHS England	0300 311 22 33	<u>england.contactus@nhs.net</u>	NHS England PO Box 16738 Redditch B97 9PT	