

### 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 253 7854	buccg.burypatientservices@nhs.net	NHS Bury CCG, Townside Primary Care Centre, 1 Knowsley Place, Knowsley Street, Bury, BL9 0SN	
Heywood, Middleton and Rochdale CCG	01706 652853	hmrccg.complaints@nhs.net	NHS Heywood, Middleton and Rochdale Clinical Commissioning Group, PO Box 100, Rochdale, OL16 9NP	Rob McDougall
Oldham CCG	0161 622 6400	oldccg.hello@nhs.net	NHS Oldham Clinical Commissioning Group Ellen House Waddington Street Oldham OL9 6EE	
Tameside and Glossop CCG	0161 342 5500	TGCCG.customer@nhs.net	Headquarters, NHS Tameside and Glossop Clinical Commissioning Group, Tameside One, Market Place, Ashton-under-Lyne, Tameside, OL6 6BH	

Stockport CCG	07393798116	STOCCG.contactus@nhs.net	The Complaints Manager Stockport CCG 4th Floor, Stopford House Stockport, SK1 3XE	
Manchester CCG	0161 953 8388	nhscomplaints@manchester.gov.uk	Manchester City Council, PO Box 532, Town Hall, Manchester, M60 2LA	Val Bayliss- Brideaux Head of Engagement
Trafford CCG	0161 873 9500	customercare.trafford@nhs.net	NHS Trafford CCG, 1st Floor, Trafford Town Hall, Talbot Road, Stretford, M32 0TH	
Wigan	01942 482880	complaints@wiganboroughccg.nhs.uk	Governance Team, NHS Wigan Borough CCG, Wigan Life Centre, College Avenue, Wigan WN1 1NJ	
Manchester University NHS Foundation Trust				Claire Horsefield (Head of Customer Services)
<b>PALS -</b> (Manchester Royal Infirmary (MRI), University, Dental Hospital, Royal Manchester Eye Hospital, Saint Mary's Hospital, Royal Manchester Children's Hospital (RMCH))	(0161) 276 8686	<a href="mailto:pals@mft.nhs.uk">pals@mft.nhs.uk</a>	Entrance 2, Manchester Royal Infirmary, Oxford Road, Manchester, M13 9WL	Brenda Crozier (PALS Manager)
<b>PALS –</b> Wythenshawe, Trafford, Withington & Altrincham Hospitals)	(0161) 271 5600		Entrance 5, Wythenshawe Hospital, Southmoor Road, Wythenshawe, Manchester, M23 9LT	
<b>Formal Complaints</b>	(0161) 276 4509	<a href="mailto:complaints@mft.nhs.uk">complaints@mft.nhs.uk</a>	Trust Headquarters, Cobbett House, Manchester Royal	

(MRI, Dental, Eye, Saint Mary's, RMCH, Wythenshawe, Trafford, Withington & Altrincham Hospitals)			Infirmery, Oxford Road, Manchester, M13 9WL	
Tameside Hospital	<b>0161 922 4466</b>	palsandcomplaints@tgh.nhs.uk	Chief Executive, Fountain St, Ashton-under-Lyne OL6 9RW	
Pennine Acute: North Manchester General Fairfield Royal Oldham Rochdale	0161 604 5897	pals@pat.nhs.uk	The Pennine Acute Hospitals NHS Trust Trust Headquarters North Manchester General Hospital Delaunays Road Crumpsall M8 5RB	Sue Hill, PALS North Manchester General Hospital  Gill Armstrong, , The Royal Oldham Hospital  Julia Grant, Fairfield General Hospital  Fiona Szelesi, Rochdale Infirmery
Stockport NHS Trust	<b>0161 419 5678</b>	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	<b>0161 206 5139</b>	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	customer care@gmmh.nhs.uk	Knowsley Building, Prestwich Site Bury New Rd, Prestwich, Manchester. M25 3BL	Jonathan Roberts
Pennine Care	0161 716 3083	<a href="https://www.penninecare.nhs.uk/contact/?id=1207">https://www.penninecare.nhs.uk/contact/?id=1207</a>	<b>Pennine Care NHS Foundation Trust Headquarters Complaints Department</b> 225 Old Street Ashton-under-Lyne Lancashire OL6 7SR	Ben Woffenden
Christies	0161 446 8217	<a href="mailto:pals@christie.nhs.uk">pals@christie.nhs.uk</a>	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	<b>0300 311 22 33</b>	<a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a>	<b>NHS England</b> PO Box 16738 Redditch B97 9PT	Rick Holden
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