

COMPLAINT CAN MAKE A DIFFERENCE

Central and Eastern Cheshire Primary Care Trust (CECPCT) provide and commission Health Care Services in Cheshire. If you have experienced problems with local Health Care Services, or feel you have been treated unfairly you have the right to complain and the PCT have a duty to investigate your complaint.

Stephanie Lawley, Equality and Diversity Manager explained that the Primary Care Trust aims to provide local communities, with the highest standards of care. Comments or concerns can have a direct result in achieving this. For this reason the PCT welcomes, complaints and compliments, to help it develop and improve services for future patients and clients

Complaints will be treated with confidentiality and will not appear on medical records. A complaint effect treatment in any way

Some complaints can be dealt with at the time by the staff providing the care. Start by asking to speak to:

- The person in charge of the clinical department
- The manager of the department
- The duty manager if it is outside normal working hours

Concerns can also be raised with the Patient Advice and Liaison Service (PALS). If you have any problems write to Mike Pyrah, Chief Executive of the PCT at Universal House, ERF Way, Middlewich CW10 0QJ.

You can also post your opinion on the patient opinion website at www.patientopinion.org.uk or call 08451130012. The PCT are keen to engage all groups in the comments process. If you would like more information contact Sue Buckley, PALS, Complaints and Litigation manager at Sue.Buckley@cecpct.nhs.uk or telephone 01606 275232.

SOLICITORS WITH TRADITION

Mary Monson Solicitors is a long established firm which specializes in Crime, Prison Law, Motoring Law, Family law, Conveyancing, Commercial Law and Personal Injury Law. The "Good Migration" bulletin and www.good-migration.co.uk website work with Mary Monson solicitors to answer readers' questions.

- We specialize in Criminal Defence for people accused of any crime. We have been providing excellent quality Criminal Defence to both private and legally aided clients for 40 years, and we do not intend to stop. Our project Polski Adwokat has been created for the Polish community. We have offices in Manchester and Central London. Our goal is simple - preparing our clients' cases excellently so that they have the best possible chance of a not-guilty verdict. We are professionals with Polish background and speak different foreign languages: English, Czech, Slovakian, Russian, Spanish, Hindu and Urdu and of course Polish - explains Izabela Mazurek, Polish Community Legal Director at Mary Monson Solicitors.

The client can call the firm to discuss a case in his or her native language. The client does not need to ask his friend who can speak English for help or to use interpreting service.

- We also accept the clients in all prisons throughout England and Wales. We deal with Parole, Recall, Lifer Issues, and Personal Injury cases - says Izabela Mazurek.

The project Polski Adwokat is supported by Polish organizations across the UK including Migrant Workers Association for Cheshire East. If you would like any assistance, call for a chat or visit website: www.polskiadwokat.co.uk or www.marymonson.co.uk

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Polski Adwokat