

The Help & Advice Service

If you need any help and advice...
Speak to us!



If you need any help or advice, please call into our Help and Advice Service where a member of staff or a volunteer will be available to assist you.

Services include signposting to wards, departments, services or individuals within the hospital and we can liaise on your behalf if we are unable to help directly.

You may have comments, compliments or suggestions that you would like to share with us, please come and talk to us to help shape our services for the future.

If you are unhappy with the treatment or service you have received or are receiving, with your consent, the Help and Advice Service Team will assist in resolving any issues on your behalf. Staff can also advise you upon how to make a formal complaint should you wish to do so.

How to contact the Help and Advice Service

- **Telephone:** **0191 569 9855** or **Freephone 0800 587 6513**
– an answerphone facility is available out of hours
- **Email:** **helpandadvice@chsft.nhs.uk**
- **In person:** **We are located at Sunderland Royal Hospital on B Floor, opposite the main lifts.**
Opening Hours: 8 am to 5 pm – Monday to Friday

Useful Websites: **www.chsft.nhs.uk | www.nhs.uk**