

# Patient experience

Your views count – Easy read version

## We want to know what you think of our service



Good



Ok

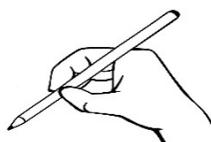


Bad



## We will ask you questions

You can answer the questions by:



writing your answers.



using an ipad.



telling a friend / carer what you want to say.

## We want to know what you think



The questions are important so that we can make things better.

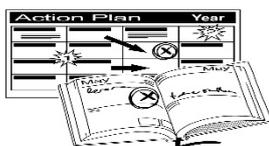


So we can give you the best care and treatment.

## What we do with your answers?



The staff look at and talk about the information every month.



Sometimes a plan is put in place to make things better.



If you want to see what everyone has said ask a member of staff to show you.



Thank you for your help.

## If you are unhappy about our services...



Please tell a member of staff



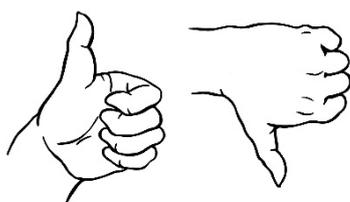
Freephone 0800 052 0219 or



Email [tewv.pals@nhs.net](mailto:tewv.pals@nhs.net)

## Feedback

We'd like to know if you thought this information was



- Good or bad
- if anything was missing you wanted to know
- if there was anything you didn't understand
- You can speak to a member of your care team.



## Find this information

**Staff:** Trustwide shared drive > Patient and Carer Information > Trustwide > LD

**Patients and carers:** [www.tewv.nhs.uk/about-your-care/inpatients/feedback](http://www.tewv.nhs.uk/about-your-care/inpatients/feedback)