

Patient experience

Your views count – Easy read version

We want to know what you think of our service



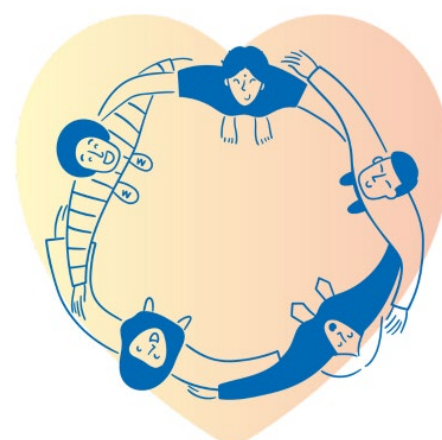
Good



Ok

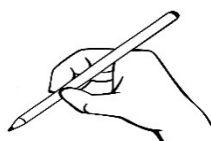


Bad



We will ask you questions

You can answer the questions by:



writing your answers.



scan a QR code.



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.

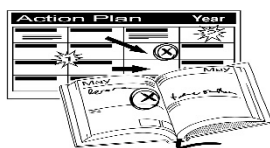


So we can give you the best care and treatment.

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



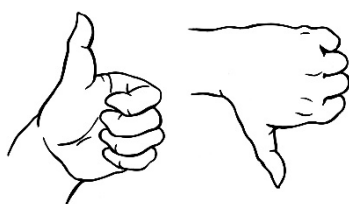
Freephone 0800 052 0219 or



Email tewv.complaints@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