

Feedback Compliments and Comments

Thank you for using Healthwatch Staffordshire NHS Complaints Advocacy Service. Your feedback is important to us and we would appreciate it if you could complete this feedback form and return it to us. We would like to hear your views about our service and any suggestions for change you may have. All feedback will be reviewed carefully to see if we can improve the quality of the service we provide.

You can also complete this form online on our website:

www.healthwatchstaffordshire.co.uk/nhs-complaints

All fields marked with a * must be completed

*Name:	*Date:
*Address:	
*Postcode:	
Tel. no:	
Email address:	
Name of advocate:	
<p>Type of feedback (please tick which apply):</p> <p><input type="checkbox"/> Compliment/praise for good service <input type="checkbox"/> Suggestion for improvement</p> <p><input type="checkbox"/> Concern <input type="checkbox"/> Complaint</p> <p>Please give details:</p>	
<p>If your feedback is regarding a suggestion for improvement or a concern or a complaint, would you like someone to contact you to discuss it? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>How did you find the support you received from your advocate?</p> <p><input type="checkbox"/> Excellent Please give details:</p> <p><input type="checkbox"/> Good</p> <p><input type="checkbox"/> Satisfactory</p> <p><input type="checkbox"/> Poor</p>	

<p>Did your advocate provide you with regular case updates and keep you informed of progress with your complaint? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Did your advocate explain what was happening at every stage of your complaint and discuss your options with you? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Did your advocate provide you with appropriate help, support and information? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Did your advocate help you to achieve the outcome you were seeking from the NHS complaints procedure? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Your comments/ other feedback:</p>
<p>Would you recommend Healthwatch Staffordshire Advocacy Service to others?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No (please provide details).....</p>

Please return to advocacy@ecstaffs.co.uk or Healthwatch Staffordshire NHS Complaints Advocacy Service, Suite 2, Opus House, Priestly Court, Staffordshire Technology Park, Stafford, Staffordshire, ST18 0LQ or use a Freepost envelope.

FOR OFFICE USE ONLY	
Feedback collected from:	<input type="checkbox"/> Additional comments sheet attached
Date recorded:	Code:
Recorded by:	