

Feedback Form



Name



Address



Phone



Date of birth



The department or ward you are telling us about

What happened?

?

What do you think of us?



Alexandra Hospital Redditch

Kidderminster Hospital

Worcestershire Royal Hospital



We want to provide good services to all our patients.



Please tell us if you are happy with the way we have treated you. This is called a **compliment**



Please tell us if you have any ideas about how we could do things better. This is called a **comment**.



Please tell us if you are unhappy about the way we have treated you. This is called a **complaint**.



If you are not happy about something you can speak to the person in charge. If you are not sure who this is you can ask any member of staff.



If you want to make a complaint you can write to the Chief Executive. You can ask someone to write on your behalf.



We will try to understand your complaint. We will say sorry if we need to. We will explain why things happened.



We will try to sort out your complaint in 25 working days. This is about one month.



Send your compliments, comments and complaints to:

The Chief Executive
Worcestershire Acute Hospitals NHS Trust
Kidderminster Hospital
Bewdley Road,
Kidderminster. DY11 5RJ



Or email to:
patientservices.dept@worcsacute.nhs.uk