



# How are we PATIENT INFORMATION doing?

What have we  
done well?

What could  
we do better

Any other  
comments?



**Easy Read**

by  
SpeakEasy N.O.W.

Picture  
Symbols



## What you think Is important to us



### Worcestershire Acute Hospital NHS Trust

We want to give you the best care and treatment we can when you come to hospital.



### You can help

- We are always trying to make our services better.
- Information from patients really helps us do this



### Help us by telling us:

- When things go well
- When things don't work so well
- Any other comments you want to make.

# How to tell us what you think about our services



## Using this leaflet

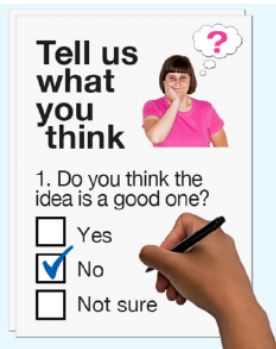
You can tell us what you think of our services using the form at the back of this leaflet.



## By email

You can tell us what you think of our services by email

**Wah-tr.PET@nhs.net**



## By filling in a survey

When you are in hospital you can tell us what you think by filling in our survey.



## Online

You can tell us what you think using the internet. Use either of these 2 sites:

**www.nhs.uk**

**www.patientopinion.org.uk**



# What should I do if I am unhappy with my treatment?

Here is what you should do:



## Speak to staff at the hospital

This is the first thing to try. Often staff will be able to sort things out.



## Patient Advice and Liaison Service (PALS)

Speak to PALS if you are unhappy about something that has happened to you at hospital.

They can help to sort things out for you.



Their contact details are:

Phone: **0300 123 1732**

email: **Wah-tr.PET@nhs.net**



## Onside Advocacy

Onside Advocacy can also help you to make a complaint.



Their contact details are:

Onside Independent Advocacy

Williamson House, 14 Charles Street  
Worcester, WR1 2AQ



or phone them on:

**01905 27525**



# If you decide to make a complaint



You have 12 months to make a complaint.



You should send your complaint to:

**Chief Executive of the Worcestershire  
Acute Hospital NHS Trust**

Worcestershire Royal Hospital

Charles Hasting Way

Worcester WR5 1DD



or you can email to:

Wah-tr.PET@nhs.net



or phone on:

0300 123 1733



## Remember

- Please give us your name, phone number and address with the details of your complaint
- You can get help to complain



# How are we doing?



Please use the form  
on pages 7 and 8  
to tell us what you think.

Please turn over.



# Form

Fill in your details here

Use the back page to tell us what you think



Name:



Address:



Phone Number:



Email:



When were you in hospital?

What ward or clinic were you in?



Are you a:  
Please tick 1 box

Patient:

☐

Family carer:

☐



Please use the space below to tell us your what you think.

**Return the form to:**

The Patient Experience Team,  
Worcestershire Acute Hospitals NHS Trust,  
3 Kings Court (First Floor),Worcestershire Royal Hospital ,  
Charles Hastings Way, Worcester, WR5 1DD