

COMMENTS

COMPLIMENTS

COMPLAINTS

FRIENDS AND FAMILY TEST

## FEEDBACK FORM

YOU CAN MAKE YOUR  
PRACTICE BETTER

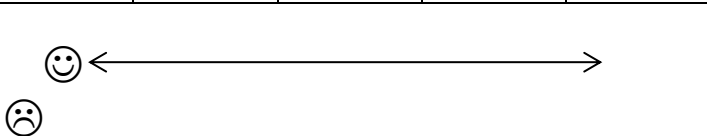
Feedback is important to us. Even if you just wish to make a few comments it helps us to improve our services and enables us to thank staff for their hard work. If you have not been satisfied by

a service or a member of staff at the surgery, you will help us to change by informing the Practice Manager.

## THE NHS FRIENDS AND FAMILY TEST

We would like you to think about your recent experience of our service

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					?

Thinking about your response to this question, what is the main reason why you feel this way?

You can put this in the 'suggestions box' in reception or post it to:

The Practice Manager

Private and Confidential

West Road Medical Centre

170 West Road

Newcastle upon Tyne

NE4 9QB

What would you like to tell us? (write your comments in the box below)

Please tell us the details below – you can make comments or compliments anonymously, but we **must** have your details for a complaint so that we can contact you and investigate the problem.

Name:

Address:

Date of birth:

Signed:

Alternatively, you can email: [west.road@nhs.net](mailto:west.road@nhs.net)

Or telephone 0191 282 2890 and ask for the Practice Manager

Please read about our complaints protocol on the next page

## **COMMENTS**

You might like to tell us

- How easy it was to contact the surgery
- How well you were listened to by reception and the doctor / nurse
- What you think of our waiting room
- Any suggestions you have

## **COMPLIMENTS**

How often do you stop and compliment a good service? So often it's only when we are unhappy that we tell someone. If we did something right we'd like to know so that we can praise good work and to understand what our patients like.

## **COMPLAINTS**

We aim to treat all of our patients with dignity and respect, and to provide them with high quality care. If you would like to make a complaint about the surgery, we will:

- Listen to you, and respond as quickly as possible, (never longer than 3 days, normally the same day)
- Fully investigate your concerns and keep you updated along the way
- Make sure you receive an apology when appropriate

- Identify what we can do to make sure it never happens again

Complaints, large or small, are important to the practice to help us to learn. We encourage patients to communicate negative experiences to us, and we promise that you will never be treated differently because you made a complaint. Your complaint will be confidential.

If you want to complain you can either

- Complete this form
- Contact the Practice Manager

For further information on how to complain externally please see our noticeboard for CQC information or ask for our Complaints Protocol.