

# Talk to us...

Quality first and foremost

## Service Feedback Form

**Service used:**

Place where treatment was received:

Date:

**Borough:**





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

**How likely are you to recommend our service to friends and family if they needed similar care or treatment? (Please tick one box)**

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know

**Please can you tell us the main reason for your answer?**

Please tick this box if you DO NOT wish your comments to be made public

Now please tell us... How you feel about?	Very Satisfied 	Satisfied 	Dissatisfied 	Very Dissatisfied 	Does not apply
The time you waited to be seen					
The way you were greeted by staff					
The way staff listened to you					
The information you were given (verbal or written)					
The dignity and respect shown to you					
The opportunity you were given to ask questions					
Your overall experience of the care or treatment received					

**Talk to us...**

## About you

I am:  The patient  Relative/carer

Gender:  Male  Female

Please tell us your age:

Under 16  16-35  36-55  56-75  76-85  Over 85

Do you have a disability?  Yes  No

I would describe my ethnic origin as:

White

- British
- Irish
- Any other White background

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

Other

- Chinese
- Other ethnic group
- I prefer not to answer

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed background

Black or Black British

- African
- Caribbean
- Any other Black background

## What to do next

Please complete this form and return by

- Handing to a member of staff,
- Putting it in the box provided or
- Post to: Freepost plus RSEE-JGKL-ZTKE, Patient Services, Bridgewater Community Healthcare, 17 Beecham Court, Wigan WN3 6PR

If you have any further comments please contact Patient Services on:

**Freephone 0800 587 0562**  
or email: [patient.services@bridgewater.nhs.uk](mailto:patient.services@bridgewater.nhs.uk)

**Thank you for talking to us**

Version August 17