

# Patient Charter

How we care for you, your friends and family

## At Bridgewater we aim to provide

Safe and effective care delivered with understanding, dignity and respect



## We will do this by

- Explaining what you can expect from us and what we ask of you
- Encouraging you to tell us if we are getting it right or not by asking you about your experience
- Providing clear and easy to understand information that keeps you well informed about your choices

Quality

## We promise your care will be delivered by

- Friendly teams who will involve you in decisions about your care
- Staff who understand that everyone is different and recognise your values and beliefs



## In return, we respectfully ask you to

- Be polite to our staff
- Be on time or cancel appointments promptly so we can give you a more efficient service
- Tell a member of staff when we do something well or if we need to do something differently
- Ask us about anything that you do not understand or are unsure about - call **0800 5870562** and speak to a member of our Patient Services team who will be happy to help you.



For more information please visit [www.bridgewater.nhs.uk](http://www.bridgewater.nhs.uk)