

How are we doing?



The Customer Care Team
invite your comments
on hospital services at
Mid Cheshire Hospitals
NHS Foundation Trust



BUSINESS REPLY SERVICE
Licence No. CW31

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Customer Care Team
Mid Cheshire Hospitals NHS Foundation Trust
Leighton Hospital
Middlewich Road
Crewe
Cheshire
CW1 4QJ

The Customer Care Team provides a free, impartial and confidential service. Based at Leighton Hospital they also cover services delivered at Victoria Infirmary, Northwich; Elmhurst Intermediate Care Centre, Winsford and Central Cheshire Integrated Care Partnership.

We would like you to tell us what we do well and what we could do better.

We value your feedback because this helps us to improve the quality of our services.

Please use this leaflet to tell us your views of our services.

You may be:

- In hospital
- Attending an out-patient clinic
- Attending any of our clinics for a variety of different treatments or examinations
- Receiving one of our many community services, either at home or in clinic

Thank you for sharing your views with us.

If you would like to make an even greater contribution to shaping the future of hospital services for the Trust, perhaps you would like to consider taking part in discussion groups that are held throughout the area.

If you would like to know more, please tick the box below or telephone us on 01270 273961.

Please send me information (tick box)

Commenting on services will not adversely affect your care or treatment in any way.

Please write your comments on the adjoining page and return to us by

- Post (no stamp needed) or
- Handing it to any member of staff

How to contact us:

- Telephone: 01270 612410 (24 hour answer machine). Available Monday to Friday 9.00am - 4.00pm (excluding Bank Holidays)
- E-mail: customercareteam@mcht.nhs.uk
- Write to:
The Customer Care Team,
Leighton Hospital,
Middlewich Road, Crewe,
Cheshire CW1 4QJ

You do not have to give your name and address but it will help us if you do.

Name.....

Address

.....

.....

Tel. No

Comments

(continue over the page if necessary)

Where did you receive your care?