

Tell us what you think



If you are:

happy

or



unhappy

about something, we want you to tell us

An Easy Read guide by the Customer Care Team





Not happy with your visit to the hospital?



You can talk to the health staff who will help you.

They will try to sort things out

or



You can talk to the Customer Care Team.

The Customer Care Team can help you:

Make a suggestion.

Tell staff when they have done a good job.

Sort out a problem.

Make a complaint.

A survey form titled "Questions" with two speech bubbles containing question marks. The first question is "1. What do you think about it?". There are three checkboxes: "Good", "Bad", and "Not sure". The "Not sure" checkbox is checked. A hand is holding a pen over the form.

Questions

1. What do you think about it?

Good

Bad

Not sure





The Customer Care Team telephone number 01270 612410

or



Write to us:

Customer Care team
Leighton Hospital
Middlewich Road
Crewe
Cheshire
CW1 4QJ



E-mail us:

customercareteam@mcht.nhs.uk



Interpreting and sign language service available.



If you are still unhappy:



Please talk to us again.

We could arrange for you to meet with staff.



We will make sure the information goes to the right person.



You will get a letter about your complaint.

If you need more support or advice in making a complaint
you can contact Healthwatch Independent Complaints Advocacy
(ICA).



Telephone ICA
Helpline: 0300 323 0006

or

Write to ICA



Healthwatch Team
Sension House
Denton Drive
Northwich
CW9 7LU

or



Visit ICA website:
www.healthwatchcwac.org.uk

The Customer Team



Opening times

Monday to Friday

Monday	Tuesday	Wednesday	Thursday	Friday
✓	✓	✓	✓	✓



9.00pm to 5.00pm