

# 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 options: "Good" with an unchecked box, "Bad" with an unchecked box, and "Not sure" with a checked box. 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](mailto: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.healthwatchcheshire.org.uk](http://www.healthwatchcheshire.org.uk)

# The Customer Team



Opening times

Monday to Friday

Monday	Tuesday	Wednesday	Thursday	Friday
✓	✓	✓	✓	✓



9.00pm to 4.00pm