

Your feedback will be used to develop and improve our care and services.

Please ✓ or X to show how much you **agree** or **disagree** with each of the following statements:

My care was given in clean surroundings

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable to me

Staff explained things clearly, communicating well with me

I felt that my decisions and choices were taken into account

Staff treated me with respect and dignity

Staff behaved professionally and politely

I am confident about the quality of care staff provide here

I have felt supported by the staff here

Would you be happy to be treated by the same service again?

Yes No Not sure

How likely are you to recommend this service to friends and family if they were to need similar care or treatment?

1= extremely likely, 2= likely, 3= neither likely nor unlikely, 4= unlikely, 5= extremely unlikely, 6= don't know.

Thank you.

Your story **can** make a difference.

Tell your story



Please either leave this feedback leaflet with a member of staff, place it in a comments box in the hospital/clinic, or put it in an envelope using the freepost address below to return it to us in the post.

You don't need a stamp, the postage is paid.

Freepost RTHH-JHCT-RXGU
CSH Surrey
Ewell Court Clinic
Ewell Court Avenue
Epsom
KT19 0DZ

You can also share your experiences by email CSH.Feedback@nhs.net, or call us on 020 8394 3846/43

A heart in the community

CSH Surrey, proud to be part of the CSH Group. As a social enterprise, CSH makes profit to benefit local communities and to enhance its health and care services.



CSH Surrey, Head Office
Ewell Court Clinic, Ewell Court Avenue
Ewell, Epsom, KT19 0DZ

Company registered number 5700920

CSH/Corp 002-04/14

Your story can make a difference



Tell your story

Tell us about the care you have received

For patients, relatives and carers



CSH
Surrey

Better healthcare together



Delivering community nursing and therapy services in homes, schools, clinics and hospitals in the heart of Surrey.



Tell your story

Use the space below to tell us about your experience with CSH Surrey so we can learn and improve. If you would prefer to speak to someone please call 020 8394 3846/3843 or you can email CSH.Feedback@nhs.net



What did we do well?



What didn't we do well?



What could we do to improve our services?

Please complete today's date:

DD / MM / YY

Main text input area for the story.

CSH Surrey is committed to providing the best patient care, each and every time.

Please complete the following details so we can ensure your story is heard by the right people.

Which hospital/clinic/location is your story about?

Which service were you seen by / a patient of?

Are you the patient, their carer, a friend or relative? patient carer friend relative

Your postcode:

Are you: male female transgender (not stated)

In what year were you born? eg 1972

What is your ethnic group? eg White British, Chinese or Black African.

Can we contact you if we need to? We might need to know more about your story for it to make a difference. If you are happy for us to contact you, please fill in your name and telephone and/or email. Your comments will be anonymous. We do not pass your details on to anyone without your permission.

I am happy to be contacted by CSH Surrey by email. My email address is:

I am happy to be contacted by phone. My name and number is:

CSH Surrey would like to use your comments for training and in communications eg reports and website. All feedback is received in confidence and is anonymised before use.

Please tick this box if you DO NOT consent to your comments being used in this way

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