

## We're here to help and listen...

We want to hear from you if you have a comment, concern, compliment or complaint about the CHCP CIC health care services you are receiving.

### A compliment is...

When you are happy and want to tell somebody about it. We are always happy to receive compliments about our staff and services.

### A comment is...

When you believe something can be done better or would like to tell someone what you think.

Your comments, views and feedback are important to us. We can use the information you provide to help us improve our services.

### A concern or complaint is...

Something you are unhappy with and want things to change.

If you are worried, need information or something has gone wrong, we will:

- Listen to the concerns you have raised in confidence
- Provide you with information and advice to help you resolve your concern
- Liaise on your behalf to resolve issues
- Explain how the process works when you bring concerns to us
- Do our best to make sure you get the help you need
- Ask your permission before we do anything.



## What we will do for you...

Our aim is to make your journey through our services as smooth as possible by:

- Offering advice and support to you, your family or your carers
- Helping to resolve problems or concerns about health services as quickly as possible
- Providing information on other health care services
- Helping you get in touch with support groups that can help you.

### Confidentiality

Raising concerns is a confidential matter. We will not pass on your personal information without your permission, other than in the most exceptional circumstances.

### Contact Us

Monday – Friday

You can write to us at: Customer Care  
City Health Care Partnership CIC  
5 Beacon Way, Hull, HU3 4AE.  
Telephone: 01482 347627

Email: [chcp.customercare@nhs.net](mailto:chcp.customercare@nhs.net)  
Website: [www.chcpcic.org.uk](http://www.chcpcic.org.uk)

### Patient Opinion

Alternatively you can give your feedback via Patient Opinion at [www.patientopinion.org.uk](http://www.patientopinion.org.uk)  
Or ring 0800 122 3135 to leave your comment.

#### Your feedback will:

- Be published on the Patient Opinion Website
- Be seen by staff
- Make a difference without anyone knowing who you are.

