

Your feedback makes things happen...

You said:

Some patients in our dental services said they felt anxious while they were waiting for appointments. They asked if we could have music playing as a distraction.

We did:

We bought a music licence and now have the radio playing quietly in the surgery waiting rooms.

You said:

Some patients said our sexual health website was confusing.

We did:

We invited some young people to come to focus groups and listened to their views. Their ideas and recommendations have helped us to improve our website.

You said:

Patients asked to be updated on the running times of the clinics when they are sitting in the waiting room.

We did:

Although our waiting rooms may have had information boards, we realised that people waiting in the smaller 'sub' areas couldn't see these. We have now put whiteboards in these sub waiting rooms and can update them daily.

you talk.
we listen.
we do.

If you would like this document in an alternative language or format, such as audio tape, large print or Braille, please call 01482 347649.

City health Care Partnership CIC is an independent 'for better profit' and co-owned Community Interest Company responsible for providing local health and social care services. Registered in England No: 06273905



Your Views Matter

For information, advice, comments and concerns about our health care services.



you talk.
we listen.
we do.

chcpic.org.uk

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 someone about it. We are always pleased 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 to change. If you are worried, need information or something has gone wrong, we will:

- Listen to the concerns you have raised in confidence
- Give 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.

Contact Us

Monday – Friday
Office hours

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
Website: www.chcpcic.org.uk

Care Opinion

You can also give feedback via Care Opinion. Go to careopinion.org.uk or ring 0800 1223135 to tell your story.

Your feedback will:

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

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.



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.

Friends and Family Test (FFT)

The Friends and Family test asks how likely you would be to recommend the service to your friends and family if they required similar treatment. You can also tell us what was good about the service and what could be improved.

If you have used one of our services recently visit www.chcpfft.org.uk to tell us about it or, let us know via our FFT cards, which are located throughout our services.