

What could have been better?

How could we improve?

Do you wish a response to your comments?
If so, please provide us with your contact
details below.

Name _____

Address: _____

Tel. No. _____

Email: _____

Bòrd SSN nan Eilean Siar
NHS Western Isles

Clinical Governance

Your experience matters



Patient and family/carers feedback form

Your feedback is important

Hearing from the point of view of patients and their family/carers is important to us. It helps us learn and understand about your care experiences - and helps us to evaluate and improve on the services we provide.

We want to hear from you about:

- whether you experienced excellent care and how you found our services
- whether you had an unsatisfactory experience and if so, why?
- if you have any suggestions which you feel would improve our services.

Please be assured that the feedback you give will not affect the current or future care/treatment you or your family receives in any way.

Giving your feedback

The feedback you give can be anonymous. We will not ask for any personal information unless you choose to give it to us and any feedback you provide will be kept confidential.

Please be assured that the information you provide will have any personal details removed. Your name will also not be recorded and all information will be handled and stored in accordance with the General Data Protection Regulation.

Your feedback will then be shared with senior managers who will review what we are doing well and how this can be replicated across NHS Western Isles, whilst taking action to address any concerns raised.

If you choose to provide us with your contact details and indicate you would like us to contact you, we will do so by your preferred contact method.

Will my personal details be used?

Once you have completed this form, simply put it into a Comments Box or hand it to your nearest hospital reception, GP practice or dental practice and ask for it to be sent by internal mail to the Clinical Governance Team, based at the Health Board Office at NHS Western Isles.

You can also provide your feedback by:



- speak to a member of staff
- share your story at:
www.careopinion.org.uk
- visit our website: www.wihb.scot.nhs.uk/feedback
- tel. 01851 704704 (ext. 2236), please leave a message on the answering machine if no one is available to answer.

You may also be asked to complete a patient satisfaction survey.

We would like to thank you for taking the time to complete this form.

If you feel you are unable to complete this form yourself, then a relative or carer may do so on your behalf.

NHS Location:

Please identify (if applicable)

Ward:

Dept:

What did we do well?