

Your feedback and complaints (Easy Read)

happy



It is important to us that you are happy with the care that we give you.

care for you



We want to make sure that the care we give you suits you.

We want you to feel safe.



Listen to you

We want to make sure that you feel that we listen to you.

your view



It is important that you can share your views about the service you receive.

care



You may feel that you have had good care or poor care.

We need to hear about both.

better care



If you think you have had bad care it is important that you tell us.

If you tell us we can make your care better.

complain



We know it can be very hard to complain.

You can ask a member of your family or an advocate to complain for you.



Making a complaint will not make us treat you differently.

midwife



contact



here to help



If you or someone on your behalf wants to make a complaint you can.

Speak to the person caring for you.

or

Contact Patient advice and Liaison service

Monday to Friday

09:00 – 15:00

Email:

rduh.pals-eastern@nhs.net

Phone: 01392 402093

Or

To contact the complaints team:

Monday to Friday

09:00 – 15:00

Email: rduh.complaints-eastern@nhs.net

feedback



We will also give you a feedback form.

Please let us know about how your care was.

Please let us know how we could improve.



If you need help to fill in the form please ask;

A member of staff

A family member

Your advocate

Your friend

Thank you

This information can be offered in other formats on request, including a language other than English and Braille.

RD&E (Eastern Services) main switchboard: 01392 411611 NDDH (Northern Services) main switchboard: 01271 322577

For Royal Devon services log on to: <https://royaldevon.nhs.uk>

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