

Your experience of our outpatient care services

Patients with enhanced care needs

We want to ensure that our outpatient services offer the best possible experience for all our patients and their carers or families. We are committed to patient-led improvements, and your views are central to this.

How can I give my views?

As a patient or carer of a patient with enhanced care needs, we want to understand your experience of our outpatient services. We would appreciate your help in completing a survey about your outpatient experience.

Do I have to take part?

Participation in the survey is not compulsory and if you would prefer not to take part we completely understand. It will in no way affect the care you receive.

How do I complete the survey?

If you would like to help us shape the future of outpatient services for those with enhanced care needs, there are two ways you can complete the survey.



Online

Simply visit: gthr.uk/f8bb or scan the QR code to complete the survey online.



By telephone

If you would prefer, you can give your details including telephone number to the nurse at your clinic appointment. One of our friendly hospital volunteers will ring you at a later date to complete the survey with you over the telephone.

All information collected from the survey will be anonymous and the results will help us explore how improvements can be made.

For more information, email: patientinvolvement@uhs.nhs.uk

Thank you for your help and assistance in improving our outpatient services.

For a translation of this document, or a version in another format such as easy read, large print, Braille or audio, please telephone **0800 484 0135** or email patientsupporthub@uhs.nhs.uk

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit www.uhs.nhs.uk/additionalsupport

