

# How to give feedback about Leicester's hospitals

Patient Experience Team

Information for Patients, Family, Carers & Friends

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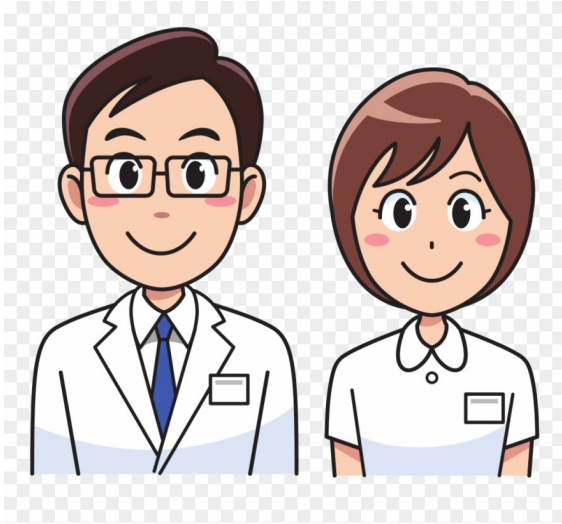
Leaflet number: 169 Version: 1



**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) for maps and information about visiting Leicester's Hospitals  
To give feedback about this information sheet, contact [InformationForPatients@uhl-tr.nhs.uk](mailto:InformationForPatients@uhl-tr.nhs.uk)

## Leicester's hospitals want to find better ways to help you



You can help us to find better ways to help you by telling us:



What did we do well?



What did we do not so well?



University Hospitals of Leicester **NHS**  
*Caring at its best*

Thinking about our ward...  
Overall, how was your  
experience of our service?

Very good ☐

Good ☐

Neither good  
nor poor ☐

Poor ☐

Very poor ☐

Don't know ☐

Ward code: **F 2 4** Office use only: ☐ **L**

**What was good?**

**What was bad?**

Today Date:    /    /

☐ I'm not leaving hospital today  
☐ I am leaving hospital today  
☐ I have already left hospital

Please cross this box if you are a family  
member / carer completing this form on  
behalf of a patient. ☐

While you are in hospital you can  
tell us what you think by  
completing a paper feedback  
form.

**A MESSAGE  
TO MATRON**

You can complete a  
Message to Matron card.



When you have filled in the form it can be posted into the box or given to a member of staff.



In some areas you can use a hospital tablet device to tell us what you think.

The device is cleaned each time it is used.



If you have visited an outpatient area or our Emergency Department you may get a text.



When you get home you can give feedback on the hospital's website.



We also want to hear what your family, carers or friends think.

University Hospitals of Leicester  
 NHS Trust  
*Caring at its best*

Family, Carers & Friends  
Feedback May 2021

**Patient Feedback**  
Driving Excellence

**Family, Carers & Friends Feedback**

Office use only- Ward Code

<input type="checkbox"/>	F	1	7		
<input type="checkbox"/>					

Please complete this anonymous feedback form to help improve the service we offer.  
For each question please put a cross clearly inside one box e.g. ☒ using a black pen.  
Please do not include details that could identify you, your friends or family.

Your relationship to the patient: ☐ Family member ☐ Carer ☐ Friend/Other

Does the patient rely on you to help them with day-to-day activities? ☐ Yes ☐ No

Thinking about our ward, as a family member, carer or friend... overall, how was your experience of our service?

☐ Very good

☐ Good

☐ Neither good nor poor

☐ Poor

☐ Very poor

☐ Don't know

Please tell us why you gave your answer and anything we could have done better.

Today's Date: 

D	D
<input type="text"/>	<input type="text"/>

 / 

M	M
<input type="text"/>	<input type="text"/>

 / 

Y	Y
<input type="text"/>	<input type="text"/>

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They can complete this form in hospital.

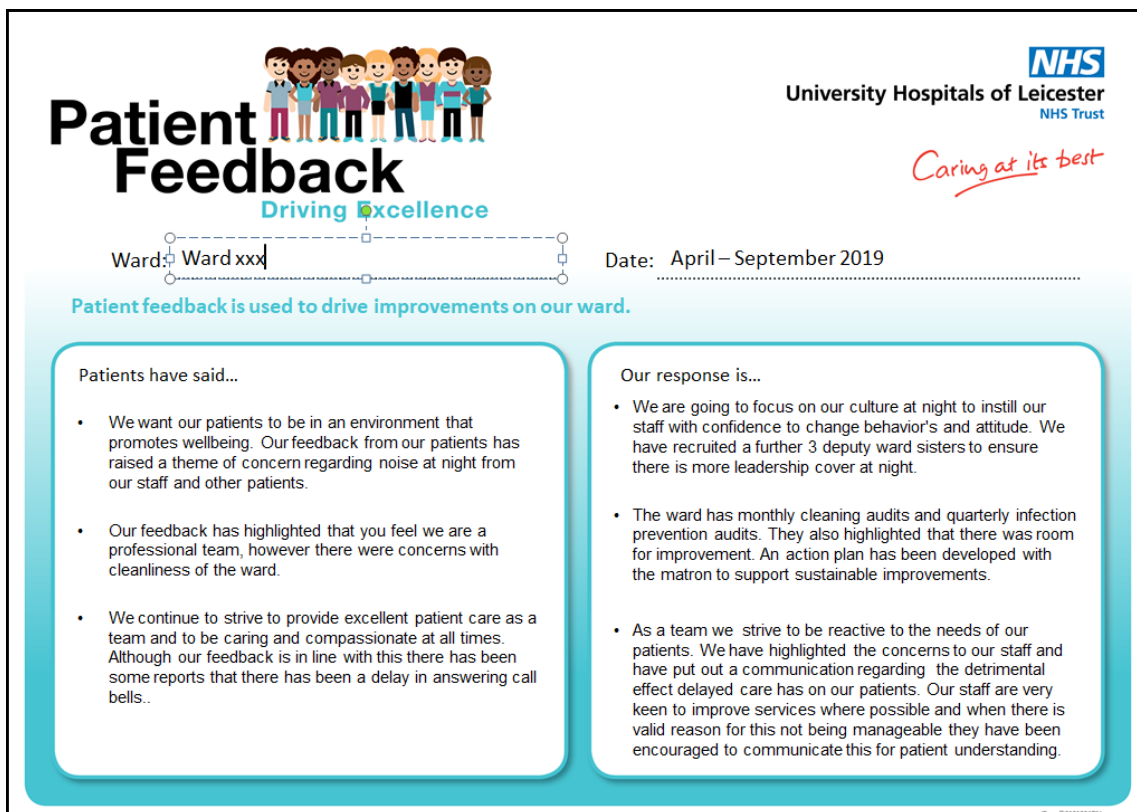
Some have envelopes so that they can be taken home and posted back to the hospital.



The feedback given to us will be shared with the wards and clinics.

The 2 pictures shown here is what this will look like.

This helps us to make improvements in the hospital.



If you need any further support with giving feedback, please contact the Patient Experience Team on:

Telephone: 0116 258 5384

Email: [PatientFeedbackMailbox@uhl-tr.nhs.uk](mailto:PatientFeedbackMailbox@uhl-tr.nhs.uk)



اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔  
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email [equality@uhl-tr.nhs.uk](mailto:equality@uhl-tr.nhs.uk)



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RESEARCH ★

Leicester's Hospitals is a research active trust so you may find research happening on your ward or in your clinic. To find out about the benefits of research and become involved yourself, speak to your clinician or nurse, call 0116 258 8351 or visit [www.leicestersresearch.nhs.uk/patient-and-public-involvement](http://www.leicestersresearch.nhs.uk/patient-and-public-involvement)