

Your Comments and Suggestions

Critical Care ICU and HDU

In Critical Care our aim is to provide the highest standards of care to all our patients and we hope that you are completely satisfied with the service that your friend or relative has received from us during their stay on our unit.

We are constantly reviewing our procedures in an effort to improve our standards and delivery of care, both for our patients and their visitors. Obviously, you will experience the whole event from a different perspective to the patient you are visiting. Your feedback will help us to know what we are doing well and what to change so that we can work towards reducing stress and anxiety for any future visitors.

Commending Staff

We are particularly pleased to hear about any member of staff who has delivered exceptional service and these comments will always be passed on to the staff member in question. You can use this comment leaflet to tell us about anyone you particularly wish to commend.



Patient name: (Optional)

Date

Please indicate your satisfaction with the following:

The doctors caring for your relative

Excellent	Good	Fair	Poor	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The nurses caring for your relative

Excellent	Good	Fair	Poor	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The availability of staff to meet your relative's needs

Excellent	Good	Fair	Poor	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Doctors explanations about treatment given

Excellent	Good	Fair	Poor	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Nurses explanations about treatment/procedures given

Excellent	Good	Fair	Poor	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Consideration given to your relative's privacy and dignity

Excellent	Good	Fair	Poor	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cleanliness of this unit

Excellent	Good	Fair	Poor	N/A
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you still remain concerned please contact our Complaints Manager on 01932 722612 or email complaints@asph.nhs.uk

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We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.



To use the Text Relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔
ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮے ਦੀ لੋੜ ਹੈ ਤਾਂ ਕਿਰਪاً ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ فون کرّو: 01932 723553
اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براؤزر میں اس فون نمبر 01932 723553 پر رابطہ کریں
Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553
यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553
Jeżeli chcemy, aby te informacje w innym języku,
proszę zadzwonić 01932 723553

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