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.

Listening to Our Patients: Please Rate Our Department

St. Peter's Hospital
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: 01932 872000
Website: www.ashfordstpeters.nhs.uk/clinical-neurophysiology
Feedback:

Like every organisation these days, we need to ask our “customers” - that's you - for their feedback. It really does matter to us to know what you think, what we do well and where we need to improve. It would be very helpful if you could spend a few minutes to provide us with feedback.

Please separate your comments into those that are particularly about our department and others that apply to the whole hospital. The people who carried out your test, our receptionist and the people who helped make your appointment are all part of our department. We welcome feedback on any of them.

“NHS Choices” www.nhs.uk is the main web site where you can provide feedback for the department. Search for St Peter's Hospital, Chertsey, then for Neurophysiology, or go straight to the address http://tinyurl.com/wscn-choices. The NHS Choices website gets Clinical Neurophysiology and Neurology mixed up at times. Please make it clear in your comments that you have had a test done – EEG, EMG or evoked potentials.

The “WOW! Awards” is the UK’s only national award scheme for recognising excellent customer service based on customer nominations. If any member of our staff has given you particularly good service you can nominate him or her at http://asph.thewowawards.co.uk The hospital is made aware of nominations and it really matters to our team.

and finally

You can write to
Chief Executive
Ashford and St Peter's Hospitals NHS Foundation Trust
Guildford Road
Chertsey
KT16 0PZ

Further Information

We aim to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with our staff or the 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

iWantGreatCare

The “i Want Great Care” web site allows you to comment on our consultants directly through these links

Dr Adrian J Fowle http://iwgc.net/edt2u
Dr David Martin http://iwgc.net/ek4hd