

SUGGESTIONS & COMMENTS FORM

Name and Address (Optional)

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Details of Suggestions/Comments

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Please post in the suggestions box located in the waiting room, once you have completed this form. Thank You

Moorland Medical Centre

Regent Street

Leek, Staffordshire

ST13 6LU

Appointments, Enquiries &

Emergencies

Tel: 01538 399008

Suggestions, Comments and Complaints Leaflet



COMPLAINTS PROCEDURE

We operate a in-house complaints procedure for times when you feel you have not received the best service from us. Please contact Rachel Hurst, Patient Services Manager if you have a complaint you may wish to discuss. Hopefully most problems can be sorted out easily and quickly.

You can either ring in on 01538 399008 or call in to the Surgery to arrange a suitable time to speak to her regarding your problem. The reception team will give you a complaints form to complete.

Details of the Patient Advice and Liaison

Service (PALS) are also available in the waiting room.



**PLEASE REMEMBER, WE ARE HERE TO HELP
YOU AND TO LISTEN TO YOUR VIEWS**

LET THE PRACTICE KNOW YOUR VIEWS

Moorland Medical Centre is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

Please let us know if you have any constructive comments by completing the form overleaf and posting in our suggestion box in the waiting room.