









THE
WALCOTE
PRACTICE
WINCHESTER'S PRIVATE GP

Feedback Form Guidance

	<p>We want you to be happy with the service we provide.</p>
	<p>Do tell us if we did a good job. Or tell us if we could have done something better.</p>
	<p>Your feedback will help us to improve our Practice.</p>
	<p>If you are not happy, you can complain to say that you are not pleased with the service.</p>
	<p>Ask the staff if you are not sure how to complain. They will help and give you the correct form.</p>
	<p>The team will try to fix the problem.</p>

How to give feedback

You can give your feedback in lots of different ways, such as:



Face to face with one of our staff members



By phone on **01962 828715**



By filling in the following form



By text message



By email to:

info@thewalcoteppractice.co.uk



Please tell us if you would like to give feedback in a different way.

Who can help you give feedback



A family member or a friend, or a social worker if you have one



The Citizen's Advice Bureau
Phone **03444 111306**



A person called an advocate at Solent Mind.
Phone **02380 611301**



The person can help you with the questions.



They can post or email the form too, or give it in at our reception.



It is fine if you are not sure about any of the questions.

Where to send the form



Please put the Feedback Form form in an envelope



You need to put a stamp on the envelope



Write this address on the envelope:

Business Director
Walcote Health Ltd
Southgate Chambers
37-39 Southgate Street
Winchester, Hampshire
SO23 9EH



Post the form or email it to:

info@thewalcoteppractice.co.uk



If you have any questions then:

- phone **01962 828715**
- email info@thewalcoteppractice.co.uk
- write to the postal address above

The start of the form is next

Feedback form page 1



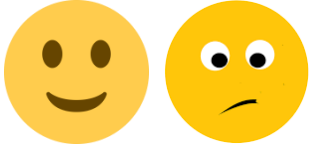
What did we do well?



What did we do badly?



Feedback form page 2



How has this affected you?



How could we improve our services?



Feedback form page 3

You can choose not to give us your name and contact details on this form. However, if you would like to share these then please fill in the rest of this page.



What is your name?



What is your phone number?



What is your email address?



Feedback form page 4

	<p>Thank you for your feedback.</p> <p>If you would like us to reply, please tick the red circle for all the options you prefer us to use to contact you.</p>	
	Using easy words and pictures	<input type="checkbox"/>
	On the phone	<input type="checkbox"/>
	Using big writing	<input type="checkbox"/>
	Using text messages	<input type="checkbox"/>
	Using email	<input type="checkbox"/>
	Anything else? Tell us here:	<input type="checkbox"/>

