Tell us your views

Information for Patients

Are you happy

Are you sad

Are you angry

www.berkshirehealthcare.nhs.uk
This leaflet tells you how to get YOUR views heard

1. How to thank staff.

2. How to ask us a question.

3. How to tell us your ideas to make services better.

4. How to tell us you are unhappy.
Who to contact to tell us your views

1. You can talk to someone close to you. Perhaps your support worker or care manager.

2. When you talk to your staff, they will try and sort out your problems straight away.

Please remember: You will never get into trouble for telling us you are unhappy with our services.

Speak to our Patient Advice and Liaison Service (PALS)

>> They provide support, advice and information.

**Telephone number:** 0118 960 5027

**Email address:** trevor.lyalle@berkshire.nhs.uk

If you are very unhappy you can contact our Complaints Service

**Telephone number:** 01344 415662

**Email address:** bhct.complaints@berkshire.nhs.uk

>> The Complaints Service can also support you to find an advocate.