

Your Feedback

At Ramsey and District Cottage Hospital we are proud of our patient care, but we are always striving to improve our services. It is therefore important that we gather and listen to your comments about RDCH and the services we provide.

We love to hear feedback, good or bad, from our patients and visitors, so please fill in the Comment Form below, or [Contact Us](#).

If you are dissatisfied with any aspect of our service or treatment, we hope you will raise these issues with the staff caring for you so that they can put things right at once. If you prefer to raise your concerns with the senior manager please ask to speak to them.

If your concerns have not been dealt with to your satisfaction, you may make a formal written [complaint](#).

Comment Form

Where did you attend?

Ward

Other Area

Were the directions to wards, departments or other areas clearly sign posted?

Yes

No

Sometimes

Please Comment _____

Was the hospital environment clean?

Yes

No

Sometimes

Please Comment _____

Were the refreshment facilities in the main reception area adequate?

Yes

No

Please Comment _____

Did you ask for assistance at the main desk?

Yes

No

If Yes, what help did you ask for? _____

If Yes, were you satisfied with the service?

Yes

No

Please Comment _____

Were the hospital staff you had contact with helpful?

Yes
No
Sometimes
Please Comment _____

Were you greeted by a member of staff on arrival at your destination?

Yes
No
Please Comment _____

If there was one improvement we could make to a service, what would you like to see? _____

If you found an area of the service particularly worthy of praise we welcome your comments: _____

Name (Optional): _____

Email (Optional): _____

Telephone (Optional): _____

Would you like to receive a response from Hospital staff regarding your feedback?

Yes
No

Thank you for taking the time to complete this form.

[Link to Complaints Procedure -](#)

<http://www.gov.im/lib/docs/health/nhscomplaintspatientsguide20apr20.pdf>