

Children & Families Service

Your Comments Please



Department of Health and Social Care

Rheynn Slaynt as Kiarail y Theay



**Isle of Man
Government**

Reiltys Ellan Vannin

We are proud of our patient care, but are always striving to improve services. We would appreciate your comments about the care you have received from us, which will help us to identify areas that are meeting your needs and areas that need improving

Please put a tick in the box which most closely matches your opinion, and use the additional space to add your comments

1. Were the staff you saw kind and helpful and caring?

☐

Yes

☐

At times

☐

No

Please comment:

.....

.....

2. Do you have confidence in the staff you have seen?

☐

Yes

☐

At times

☐

No

Please comment:

.....

.....

3. Do you think staff really listened to your needs and wishes?

Please comment:

.....

.....

4. Do the staff involve you in decisions about your care?

Please comment:

.....

.....

5. Was information provided for you in a way which you understood?

Please comment:

.....

.....

6. Were there any delays in getting an appointment / receiving the treatment you needed?

☐

Yes

☐

At times

☐

No

Please comment:

.....

.....

7. Were your current health needs met by this service?

☐

Yes

☐

At times

☐

No

Please comment:

.....

.....

8. If there was one improvement we could make to the service, what would it be?

.....

.....

.....

9. If you found one area of the service particularly worthy of praise, we would welcome your comments

.....

.....

.....

10. Would you be happy for your family or friends to receive treatment from this service?

Yes

At times

No

Thank you for your time

Please place this completed form in the collecting box, which staff will direct you to.

If you would prefer, you can post to:

**Community Health Administration
Crookall House
Demesne Road
Douglas
IM1 3QA**

If you feel it more appropriate, there is a formal procedure for Complaints within the Department of Health. Please request the booklet "**A Patients Guide to the Complaints Procedure for NHS Services**". These should be available in all public areas across our services, and are available on the website at **www.gov.im/**

This document can be provided in large print
or audio tape on request.



The contents are the property of the
Department of Health and Social Care
and should not be copied without its permission.

Department of Health and Social Care

Health Visiting Service, Crookall House,
Demesne Road, Douglas

Telephone: 01624 642650 www.gov.im/health

Printed: June 2016

Review: January 2019

Origination: Community Health Services