

Your views matter

Information and advice for patients, relatives and visitors

Compliment? Concern? Complaint?

Feedback form

Complete this form to pay us a compliment, contact PALS or make a complaint.

If you would like a personal reply, please fill in your details.

Patient Details

Title: Mr / Mrs / Ms / Miss Other: _____

Full name: _____

Hospital number (if known): _____

Address: _____

_____ Postcode: _____

Telephone number (incl. area code): _____

Mobile number: _____

Date of birth: _____

Email address: _____

If you are completing this form for somebody else, please give your details below:

Relationship to patient: _____

Title: Mr / Mrs / Ms / Miss / Other: _____

Full name: _____

Address: _____

_____ Postcode: _____

Telephone number (incl. area code): _____

Mobile number: _____

Email address: _____

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Compliment? Concern? Complaint?

Your compliment, concern or complaint:

If you are completing this form on behalf of someone else and you are making a complaint, they need to complete this section.

I confirm that I wish Mr/Mrs/Miss/Ms _____ to make a complaint on my behalf. I give permission for Sandwell and West Birmingham Hospitals NHS Trust to release personal information about me to them. I understand this means that details about my medical condition and treatment may be shared with them. I realise that I don't have to sign this form if I don't want to.

Signed: _____ **Date:** _____

If you are completing this form on behalf of someone who is not able to give their consent, please explain why they are unable to do so below:

Your relationship to the patient: _____

Signed: _____ **Date:** _____

Thank you very much for providing your feedback and helping us improve our services.

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Once you have completed this form you can:

- Hand it to a member of staff,
- Give it to a member of the PALS team in the Birmingham Treatment Centre at City Hospital,
- Put it in one of our red boxes. These boxes are situated outside the PALS office at Sandwell Hospital (near the main reception), in A&E at Sandwell Hospital, in the main reception at Rowley Regis Hospital, outside the Patient Information Centre in the Birmingham Treatment Centre at City Hospital and at Birmingham and Midland Eye Centre at City Hospital.
- Post it to:
Complaints Department
Sandwell & West Birmingham Hospitals NHS Trust
City Hospital
Dudley Road
Birmingham
- Scan it and email it to: swbh.complaints@nhs.net