



Dear

Re: Your Complaint

As you will be aware, we recently handled a complaint about the NHS that you were involved in.

We want to provide a high quality service to patients who make a complaint so I am writing to ask whether you will comment on the service you have received. If you are willing to provide feedback we would ask that you do this by completing the enclosed questionnaire and returning it in the envelope provided. We have also enclosed an equality monitoring form and we would be grateful if you would also complete and return this. This should take no longer than 5 – 10 minutes to complete.

If you prefer not to fill in the form but would still like to make a comment you are very welcome to do so. You can contact us using any of the methods below and we will be happy to help.

Text: 075 406 68541

Fax: 01889 571839

Freephone: 0800 030 4563 - You can leave us a message and we will ring you back.

Email: mlcsu.patientservices@nhs.net

Freepost Address:

Freepost Plus

RTAA-XTHA-LGGC

Patient Services Team

NHS Midlands and Lancashire Commissioning Support Unit

Anglesey House

Anglesey Court

Wheelhouse Road

Rugeley WS15 1UL

I hope that you are able to share with us your comments on the Complaints Service provided to you. Your comments will be very much appreciated and will help us improve services for people who make a complaint to North Staffordshire Clinical Commissioning Group in the future.

Yours sincerely

Marcus Warnes
Accountable Officer

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