

### Terms and conditions

I accept the terms and conditions (available at [www.healthwatchnewcastle.org.uk/terms-conditions](http://www.healthwatchnewcastle.org.uk/terms-conditions) or [www.healthwatchgateshead.co.uk/terms-and-conditions](http://www.healthwatchgateshead.co.uk/terms-and-conditions))

### How we will use your feedback

The information you provide in this leaflet will appear in the online Feedback Centre for Healthwatch Newcastle [www.healthwatchnewcastle.org.uk](http://www.healthwatchnewcastle.org.uk) or Healthwatch Gateshead [www.healthwatchgateshead.co.uk](http://www.healthwatchgateshead.co.uk)

Only your overall rating, comment and name (if you so wish) will be visible online. We offer free, confidential and independent information about local services.

### Healthwatch Newcastle

Freephone

0808 178 9282

Call

0191 338 5720

Text

07551 052 751

Email

[info@healthwatchnewcastle.org.uk](mailto:info@healthwatchnewcastle.org.uk)

### Healthwatch Gateshead

Freephone

0808 801 0382

Call

0191 477 0033

Text

07535 877 831

Email

[info@healthwatchgateshead.co.uk](mailto:info@healthwatchgateshead.co.uk)



# Your care, your feedback

Please return this leaflet to a Healthwatch team member or post to

**FREEPOST  
HEALTHWATCH  
NEWCASTLE**

**healthwatch**  
Gateshead

**healthwatch**  
Newcastle

We always welcome your feedback about services. The information you provide will be shared with the people who plan and deliver health and social care services so everyone in Newcastle and Gateshead receives great care.

[www.healthwatchnewcastle.org.uk](http://www.healthwatchnewcastle.org.uk)

[www.healthwatchgateshead.co.uk](http://www.healthwatchgateshead.co.uk)



Name of service in Newcastle or Gateshead ▼

How likely are you to recommend this service to friends and family if they need similar care or treatment? ▼

- |                                                      |                                             |
|------------------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Extremely likely            | <input type="checkbox"/> Unlikely           |
| <input type="checkbox"/> Likely                      | <input type="checkbox"/> Extremely unlikely |
| <input type="checkbox"/> Neither likely nor unlikely | <input type="checkbox"/> Don't know         |

Tell us about your experience ▼

First part of your postcode (e.g. NE8) ▼

In relation to your comments are you a ▼

- |                                   |                                             |                                           |
|-----------------------------------|---------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Patient  | <input type="checkbox"/> Visitor            | <input type="checkbox"/> Service provider |
| <input type="checkbox"/> Carer    | <input type="checkbox"/> Carer and relative |                                           |
| <input type="checkbox"/> Relative | <input type="checkbox"/> Professional       |                                           |

How do you rate your overall experience of this service? ▼



Your ratings (select if applicable) ▼

Cleanliness



Staff attitude



Food and drink



Staffing levels



Having a say in my care



Treatment explanation



Quality of care



Waiting time



Name ▼

I want my name to remain anonymous on the Feedback Centre

- ▶  Yes  No

Email or phone number ▼

(This is in case we need to contact you about your feedback.  
We will not pass your information on to third parties)

Would you like information on how to make a complaint?

- ▶  Yes  No

Sign up to our newsletter?

- ▶  Yes  No

