

Helping us to improve our services for Women and babies



**How to share your concerns and
pass on your compliments**

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**How to share your concerns and
pass on your compliments**

How to let us know when we've done well and help us to improve when you have concerns

Overall, the feedback we receive from patients is very positive and we welcome your compliments. However, we know there are times when we do not always get things right. On these occasions we welcome your feedback, as this helps us to improve the care we provide. There are a number of ways you can share your feedback—good or bad—about services for women and babies:



Speak to your named Midwife or one of our members of staff in person to raise concerns or offer praise



Call our Patient Advice and Liaison Service (PALS) on 01743 261691 or 01952 282888



Email our Patient Advice and Liaison Service (PALS) at pals@sath.nhs.uk



Write to Patient Experience Lead, Haematology Corridor, Princess Royal Hospital, Apley Castle, Telford, TF1 6TF

MEG

Help us by joining our Maternity Engagement Group. Find out more by searching MEG at www.sath.nhs.uk

healthwatch



Independent advice and support is also available from Healthwatch Shropshire or Telford and Wrekin and Powys Community Health Council (CHC):

Healthwatch Shropshire: 01743 237884 or email the team via enquiries@healthwatchshropshire.co.uk

Healthwatch Telford and Wrekin: 01952 739540 or email info@healthwatchtelfordandwrekin.co.uk

Powys CHC: 01686 627632 or email enquiries.powyschc@waleschc.org.uk

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