

NEWS RELEASE

Thursday, 22 June 2016

For immediate release

Seeking patients' views

Patients will be encouraged to provide their views on services provided at the Queen Elizabeth Hospital, King's Lynn.

An independent survey is running nationally to gain feedback from patients who have been admitted for one night or more into hospitals during July.

As part of this survey, research company Picker will be contacting 1,250 patients who have stayed at the hospital in July about various aspects of their care.

People's responses are anonymous and the results of the survey will be presented in a form that does not allow any individuals to be identified.

The hospital treats on average 3,000 adult inpatients a month, who are already invited to give feedback via the Friends and Family test. The hospital is currently collecting 5,000 pieces of feedback a month from anyone who uses our services. By listening to this, we are the only hospital in the East of England to be shortlisted for a service improvement Friends and Family Test award based on patient feedback.

Director of nursing Catherine Morgan said: "We hope that our patients will take the time to help us with this survey. Their views are vital in helping us to find out how we are doing and how we can improve. This is an excellent way for patients to help shape the services we provide in the future."

Patients who do not wish to take part in the survey are able to opt out by calling Patient Advice and Liaison Service on 01553 613351 or 01553 613343 or by emailing them on pals@qehkl.nhs.uk

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FOR FURTHER INFORMATION:

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