



Ipswich and East Suffolk Clinical Commissioning Group
West Suffolk Clinical Commissioning Group

IN CONFIDENCE

NHS 111 Service Patient Feedback and Complaint Form

In order to continually improve our NHS 111 Service Ipswich & East Suffolk and West Suffolk CCGs welcome feedback from public and patients on specific events or other areas of our NHS 111 Service. This will provide a valuable learning opportunity which will be used to bring positive improvements to the quality of service.

Please use this form to record any feedback positive or negative, you wish to make, giving as much information as possible to enable us to identify the exact part of our service you are referring to. Where necessary, if there is a need for any follow-up information we will contact you directly

Please e-mail your completed form to nhs111.suffolk@nhs.net. You will receive acknowledgement from us within three working days of submission.

If you have an urgent complaint please telephone the NHS 111 Complaints line on 01189902210 (please note calls to this number are recorded).

Your Name:	
Patients name (if different)	
Address:	
	Postcode:
Telephone:	Email:
Where should response to your feedback be sent?	Address above or other (please specify):
Signature:	Date:
Date of call / contact with service:	
What number was called?	111 <input type="checkbox"/> Local practice <input type="checkbox"/> Other <input type="checkbox"/> Unknown <input type="checkbox"/>



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Details of Feedback:

A large, empty rectangular box with a black border, intended for providing details of feedback.