



**Giving feedback or making a  
complaint about your care**

**An easy read leaflet**

# Please tell us what you think



**Bromley Healthcare want you to give feedback because it is used to improve our services.**



**We would like to know what you think is good about the care or treatment we gave you.**



**We would like to know what you think is bad about the care or treatment we gave you.**



**We would like to know what you think we can do to try to make it better.**

# If you are not happy with the care or treatment you receive



**Sometimes things go wrong.**

**If you are not happy with your care or treatment, please tell us as soon as possible.**



**You can tell the member of staff providing your treatment.**

**Often things can be put right quickly.**



**If you want to talk to someone else at Bromley Healthcare, you can contact our Patient Experience Lead.**



**If you want someone to help you to explain why you are unhappy, you can contact Advocacy for All.**

# If you are happy with the care or treatment you receive



**Sometimes things go really well.**



**If you are happy with your care or treatment, please tell us about it.**



**You can tell the member of staff providing your care, or you can tell our Patient Experience Lead.**



**If you want someone to help you to tell us what is good about our service you can contact Advocacy for All.**

# Getting in touch with us

## Contact the Patient Experience Lead



**020 8315 8791**



**[bromh.feedback@nhs.net](mailto:bromh.feedback@nhs.net)**



**Patient Experience Lead  
Bromley Healthcare CIC Limited  
Central Court  
1b Knoll Rise  
Orpington BR6 0JA**

## Contact Advocacy for All



**0345 310 1812**



**[info@advocacyforall.org.uk](mailto:info@advocacyforall.org.uk)**



**Advocacy for All  
The Civic Centre  
St. Mary's Road  
Swanley  
Kent, BR8 7BU**



**Bromley Healthcare is the  
organization providing your  
NHS service**

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