



Tell us what you think

This leaflet tells you how you can let us know what you think about health services.

We want to make sure that NHS services in Calderdale are the best they can be. It is important to know what works well and not so well for you and your family.

If you have had a good or bad experience in a local NHS service that you want us, and others to know about, there are lots of ways you can tell us.

We will use what you tell us to help improve services.

You can get in touch on;

Email: ccg.feedback@calderdaleccg.nhs.uk

Or telephone: 01422 307400

Or text: 0777 133 4724

Get involved

Would you like to have a say in how local NHS services are developed?

We need people like YOU to help us make sure that the services we plan and buy are the best they can be.

Ways to get involved

Patient Reference Groups give you the opportunity to help improve your GP practice. Most GP practices have them. You will be able to give

your views to your local practice and support them to develop their services. Please contact your GP practice to find out if they have a one and how you can join.

The CCG has regular engagement events to ask people what they think about how we can improve or change to get the high quality services we want for the people of Calderdale.

We use surveys to find out what people think, these can be found on our website and on social media.

You can follow us on Facebook and Twitter



facebook.com/nhscalderdaleccg/



[@calderdaleCCG](https://twitter.com/calderdaleCCG)

Governing Body Meetings

We will answer questions at the start of our Governing Body meetings. It needs to be on something the governing body plans to talk about and you need to tell us by the Monday before the meeting.

You can ask your question by emailing:

ccg.feedback@calderdaleccg.nhs.uk or calling: 01422 307400

When the Governing Body meet in public anyone can come along and listen. The Governing Body meeting dates and information are on our website: www.calderdaleccg.nhs.uk

Other ways to tell the NHS what you think or find out more about services

NHS Choices

www.nhs.uk is a website that holds lots of information about your health and local health services. You can also leave reviews about local health services, including your GP practice and hospital.

Care Opinion

Care Opinion is an independent website where you can record your experiences of health and care services - good or bad.

It also lets you read what others have said about health and care services.

Telephone: 0800 122 3135 or email: team@careopinion.org.uk

Website: www.careopinion.org.uk



Complaints

If you want to make a complaint you need to complain to the organisation you have concerns about. For example:

- If you have a concern about your **GP practice**, speak to the practice manager.
- If you have a concern about the **hospital**, speak to the Hospital Patient Advice Service.

If you aren't sure where or how to complain, speak to us and we can help you.

Email: ccg.feedback@calderdale.nhs.uk

Telephone the Complaints Service: 01422 307400

Or write to:

Complaints Service

NHS Calderdale CCG
Fifth Floor F Mill
Dean Clough
Halifax HX3 5AX

Other help

Healthwatch Calderdale is a watchdog for NHS and social care services.



They take feedback (positive or negative) from people about their experiences of NHS and social care services in Calderdale.

You can give your feedback on health services to Healthwatch. They can also help signpost you to services or help you make a complaint.

Telephone: 01422 399433 or email: info@healthwatchcalderdale.co.uk

Website: <http://www.healthwatchcalderdale.co.uk>