

How to give feedback about Leicester's hospitals



Patient Experience Team

Last reviewed: March 2026

Next review: March 2029

Information for Patients, Family, Carers & Friends

Leaflet number: 169 Version: 2

Leicester's hospitals want to find better ways to help you

	<p>You can help us to find better ways to help you by telling us:</p>
	<p>What did we do well?</p>
	<p>What did we do not so well?</p>

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.uhleicester.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact uhl-tr.informationforpatientsmailbox@nhs.net



When you have filled in the form it can be posted into the box or given to a member of staff.



In some areas you can use a hospital tablet device to tell us what you think.

The device is cleaned each time it is used.



If you have visited or stayed in any area of our hospital you may get a text asking for your feedback

Tell us what you think?

[https://
www.uhleicester.nhs.uk/
patients-visitors/support/
feedback-complaints/
friends-family-test/](https://www.uhleicester.nhs.uk/patients-visitors/support/feedback-complaints/friends-family-test/)



When you get home you can give feedback on the hospital's website.



We also want to hear what your family, carers or friends think.



Family, Carers & Friends Feedback May 2021

Patient Feedback

Caring at its best

Family, Carers & Friends Feedback

Office use only- Ward Code

	F	1	7		

Please complete this anonymous feedback form to help improve the service we offer. For each question please put a cross clearly inside one box e.g. using a black pen. Please do not include details that could identify you, your friends or family.

Your relationship to the patient: Family member Carer Friend/Other

Does the patient rely on you to help them with day-to-day activities? Yes No

Thinking about our ward, as a family member, carer or friend... overall, how was your experience of our service?

Very good

Good

Neither good nor poor

Poor

Very poor

Don't know

Please tell us why you gave your answer and anything we could have done better.

Today's Date:

D	D	/	M	M	/	Y	Y

They can complete this form in hospital.

Or they can complete the family, carers and friends survey on a text message you may receive from us.

The Friends and Family Test



On **Ward **** in **April**, patients were asked overall how good their experience of our service was. **XX** people responded.



Scores displayed will always be 4 - 6 weeks old, as validation and reporting to NHS England is required prior to publishing.

The Friends and Family test allows colleagues to make improvements based on patient feedback.

You can take part in **The Friends and Family Test** in a number of ways. Please use the link you will receive from us by text message the day after your discharge, or fill in an electronic or paper survey.

To access the electronic survey, scan the QR code, or visit www.uhleicester.nhs.uk and type 'Friends and Family test' in the search bar.

If you would like any more information, please ask the Ward Leader or Nurse in Charge.

Languages
English, Polish,
Gujarati, Punjabi

Patient feedback is used to drive improvements on our ward

Patients have said... Type here	Our response is... Type here
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The feedback given to us will be shared with the wards and clinics.

The picture shown here is what this will look like.

This helps us to make improvements in the hospital.



If you need any more support with giving feedback, please contact the Patient Experience Team on:

Email: uhl-tr.patientfeedbackmailbox@nhs.net



اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email uhl-tr.equalitymailbox@nhs.net