



IN CONFIDENCE

The Gold Line Service Health Care Professionals Feedback Form

In order to continually improve our Gold Line service, we welcome feedback on specific patients or other concerns or compliments. This will provide a valuable learning which will be used to improve the service.

Please use this form to record your feedback, giving as much information as possible. Where possible, please obtain the consent of the patients to pass the feedback to the Gold Line.

Please email your completed form to goldline.feedback@nhs.net, alternatively please post to:

The Manager
Telehealth Hub, Airedale Hospital,
Steeton,
Keighley,
BD20 6TD

Your Name	
Job Title/Role	
Organisation/Practice	
Address (inc postcode)	
Telephone	
Email	
Type of feedback	Service concern <input type="checkbox"/> Comment <input type="checkbox"/> Compliment <input type="checkbox"/>
Do you require a response? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If so, how should we contact you?	
Date and Time of Call to Gold Line	
Patients NHS number	
Signature	
Date	

Details of Feedback

Please give as much information as possible.

It is also helpful if you can also tell us what outcome you would like as a result of your feedback.



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What happens next?

- We aim to acknowledge all feedback in three working days.

- Your feedback will be logged and recorded by the Hub staff who will aim to provide a response to this within 1 month.

- Your feedback, whether positive or negative, is extremely valuable and a summary of the main points raised by your feedback may be discussed within wider Clinical Governance groups to help shape improvements in the Gold Line service as a whole.

- The Gold Line Service will work with relevant partner organisations to investigate concerns and issues where patient care is delivered across a number of organisations.

- If you are feeding back on behalf of a patient please make sure that you have their consent.

- Patients can also be advised to contact PALS at Airedale hospital if they would like to make a more formal complaint about the Gold Line (01535 652511 and ask for PALS office)

- If it is thought to be a Serious Incident please also report this through your normal incident reporting process.