

WE NEED TO HEAR YOUR EXPERIENCES OF DUDLEY GROUP NHS FOUNDATION TRUST

The **Care Quality Commission (CQC)** will be inspecting
Dudley Group NHS Foundation Trust on 25th March 2014.

We need to hear from anyone who has recently used the **Russells Hall, Hospital, Corbett Outpatient Centre and Guest Outpatient Centre.**

WAYS TO SHARE YOUR EXPERIENCES:

1. COMPLETE THE QUICK ON-LINE SURVEY by Sunday 9th March.

Simply click on the survey link and answer a few questions:

<https://www.surveymonkey.com/s/X5W59RY>

2. ATTEND A COMMUNITY FOCUS GROUP facilitated by Disability Rights UK and Dudley Centre for Inclusive Living on **Friday 28th February from 2.00pm to 4.00pm** (arrival: 1.30pm). To book a place, call 01384 348095 (Ken or Tracy) or email enquiries@dudleycil.org.uk. For attending you will receive a **£15 thank you voucher** (as long as you have not recently participated in a CQC event).

3. CONTACT YOUR LOCAL HEALTH AND SOCIAL CARE CONSUMER CHAMPION. Healthwatch Dudley represents your voice and views, and listens to your experiences of health and social care services in Dudley borough. Call **03000 111 001** (calls charged at national rate), email hello@healthwatchdudley.co.uk or tweet **HWDudley**.

4. RING THE CQC HELPLINE ON 03000 616161 between 8.30-5.00pm, Monday to Friday and ask to talk to someone about the inspection. Calls will be charged at the standard rate.

5. WRITE TO CQC by letter, addressed to CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne. NE1 4PA.

6. SEND AN EMAIL TO CQC, addressed to enquiries@cqc.org.uk.

Care Quality Commission will treat all information received confidentially, with care and sensitivity. If we receive feedback by the above deadline we will use your feedback to guide our inspection of the Trust. To find out more about our role as regulator or health and care services, visit www.cqc.org.uk.

Help us to spread the word - forward this email to as many people as possible, tell them about the inspection and encourage them to complete the survey. THANKYOU.