



Patient Experience Team

The Patient Experience Team is always pleased to receive your feedback whether you are happy, or unhappy, with the service provided by the Trust.

Comments and Compliments

We welcome any comments or suggestions you may have to help us improve our services.

This can be done by:

- Completing our Feedback Form on the internet.
- Writing to or emailing the Patient Experience Team (address below).

You can find more details on our website www.cddft.nhs.uk

'Tell us what you think'

Concerns and Complaints

If you have a concern or complaint the Team would also like to help.

You can contact the Patient Experience Team by:

Telephone:

Our Freephone service is available Monday to Friday. If the line is busy, please leave a message and we will call you back as soon as possible

Freephone: 0800 783 5774

Write to:

Patient Experience Team
Appleton House
Lanchester Road Hospital Site
Durham
DH1 5XZ

Email:

cdda-tr.patientexperiencecddft@nhs.net

We can also offer a face to face meeting if you feel that this is more appropriate.

'We're here to help'

compliments

complaints

comments

feedback



#TeamCDDFT