

Patient Feedback Form

*We would greatly appreciate your honest feedback regarding your recent input with The
East Dunbartonshire Community Rehabilitation Team (CRT).*

1. Overall, how was your experience of our CRT Team?

- Excellent
- Good
- Average
- Poor
- Very Poor



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2. What was good about your experience?

3. What could have made your experience better?

4. Any further comments? Feel free to add below.

5. What team was involved in your care? If unsure, you can ask any clinician from the rehab service.

- CRT EAST (Kirkintilloch, Lenzie, Bishopbriggs, Torrance, Twechar, Milton of Campsie, Lennoxton)
- CRT WEST (Milngavie and Bearsden)
- RAL/ HOME FOR ME
- Unsure

Link to respond via web browser - <https://forms.office.com/e/B94meAXjQN?origin=lpLink>

Data Protection

Our staff will collect information about you so that you can receive the most appropriate care and treatment, with decisions based on the most current, complete and accurate information. Everyone working within the organisation has a legal duty to keep information about you confidential.

Sharing information

Greater Glasgow and Clyde NHS and social work services work together in partnership to ensure that information is shared appropriately when consent is given. You have the right to access the information we hold about you – a leaflet “protecting information about you” has more details and is available on request.

Equality and diversity

Recent legislation stipulates that NHS Scotland must promote equality and diversity as part of its core services. You can be assured that you will be treated as an individual and with respect and dignity.

Complaints

If you are unhappy about any aspect of our service please discuss this with a member of staff in the first instance, who will raise the issue with the Team Leaders.

If your complaint is still not resolved to your satisfaction the Team Leaders will explain the complaints procedure:

Elaine Marsh / Cara Bottomley
Community Rehabilitation Team
10 Saramago Street
Kirkintilloch
G66 3BF
0141 232 8213