

**We need your views  
and help to make  
a services letter**

Welcome, to our quarterly newsletter in which we hope to bring you news and views that will be of interest. We need your views as feedback and suggestions from patients will allow us to improve services tailored to your needs.

Our practice priorities for 2015/16 included;

Family and Friends Feedback  
Complaints and Comments  
Input on priorities from Patients  
Quality Alerts.

We have tried a variety of ways of trying to engage your views it would be really helpful to know the best way to try to collect your ideas and get a view of what you think.

Should we use

Telephone contact

Email

Social Media

Letters

Meetings

Tell us what you think

Drop in and speak to Caroline or Paula , send us an email:

Venha falar com a Caroline ou Paula, mande-nos um email :

[LAMCCG.mawbeygp@nhs.net](mailto:LAMCCG.mawbeygp@nhs.net)

**Precisamos da sua opiniao  
e ajuda para criarmos  
um boletim de servicos**

Benvido, ao nosso boletim de noticias quinzenal no qual esperamos que encontre noticias e pontos de vista que sejam do seu interesse. Nos necessitamos do ponto de vista dos pacientes atraves de comentarios e sugestoes. Isto ajudar-nos-a a melhorar e a adaptar os servicos as suas necessidades.

As nossas prioridades para 2015/16 incluem:

Comentarios de Familia e Amigos

Reclamacoes e comentarios

Prioridades sugeridas pelos pacientes

Alertas de Qualidade

Ja tentamos varias formas para o envolver e obter a sua opiniao, seria extremamente util saber qual seria a melhor maneira de o fazer e termos uma ideia generalisada do que pensa.

Devemos usar:

Contactos telefonicos

Correio Electronico (Email)

Social Media

Cartas

Reunioes

Por favor de-nos a sua opiniao