

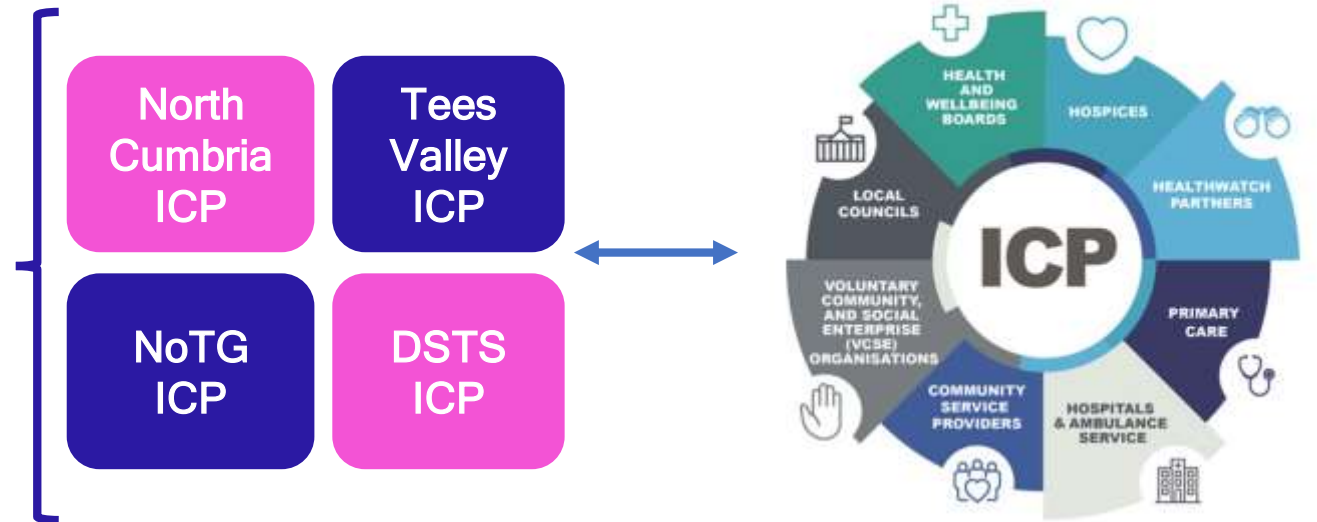
Patients / Carers / Friends

Charity Services:

- Online survey
- Paper Survey
- Wellbeing events

Delivery Methods:

- 1-to-1 Conversations
- Cancer Awareness Sessions
- Local forums



Tell of own experience just to share with others for awareness and education

- Patients and Carers that wish only to share can do so
- Uploaded to our website in our Story pages*

Share Experience



Wanting to make a change as a result of own experience

- Patient shares their experience
- Feedback used with relevant Trust
- Become involved in or set up, a project to make improvement
- Send to relevant Trust and understand if this is possible*

Feedback for Improvement



Wanting to make a complaint

- Where a patient has said that they want to make a complaint NCV will always point this to the Trust PALS process or PeX team.
- NCV do NOT get involved

Complaint