

PET can help:



You, your family or carers.



When you go to hospital or to see your doctor or nurse.

We are there to listen.
We can talk to staff with you or for you.
We can tell you about services.



When you bring your concerns to PET we will always explain how we work and do our best to make sure you get the help you need.
We will ask your permission before we do anything.



We will only tell people what you have told us if they need to know.



We will help you to sort out problems without having to make a complaint.



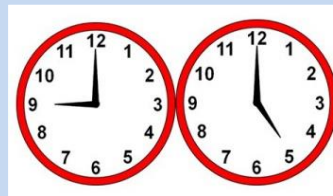
We can also help you to make a complaint if you want to.



If you are happy and pleased with our services. Tell us what you have liked.



We can put you in touch with support groups that might help you.



You can contact PET
Monday to Friday
9:00am to 5:00pm

How do you get help from PET?



You can telephone us on:
01782 275 031
or Freephone **0800 389 9676**



You can email us at:
patientexperienceteam@combined.nhs.uk
(Emails are monitored Monday to Friday, 9am to 5pm)



You can text us on:
07718 971 123
(text service available Monday to Friday
9am to 5pm and charged at your
provider's rate)

You can write to us at:-



FREEPOST RRS-YTLU-UBBY
North Staffordshire Combined
Healthcare NHS Trust
Patient Experience Team
Harlands Hospital
Hilton Road
Stoke-on-Trent ST4 6TH

PET

Patient Experience Team

How PET can help you

An Easy Read leaflet



This leaflet was produced with the support of the
Talk and Change group.