

Feedback form

For helpline and advice & information clients services

AvMA welcome feedback on our services both for monitoring purposes and also to highlight areas of improvement which we are not addressing at present. Please take the time to give us your feedback. You can do this any time you have contact with AvMA.

Which service did you access? (please tick)

Helpline Written advice service/ inquest project Both

Was the service easy to access?

Easy to access Fairly easy to access Hard to access

If you used the helpline, was the advisor helpful?

Very helpful Quite helpful Not helpful

Other comments on the helpline

If you used the written advice service, was the response helpful?

Very helpful Quite helpful Not helpful

Other comments on the written advice service

How could we improve our service?

Would you:

Use AvMA services again

Recommend to friends or family

For advice and information

Visit our website for a wide range of advice, information and support, including:

- making a complaint
 - inquest support
- taking legal action

[www.avma.org.uk/
help-advice](http://www.avma.org.uk/help-advice)

Or call our helpline
(10am-3.30pm
Monday to Friday)

0845 123 2352

Feedback form

www.avma.org.uk/new-client-form

What difference did we make?

Please tell us in the box below what difference our service made to you. This could be practical outcome such as support at an inquest or compensation (if the latter please tell us the amount and the difference this has made to you). They could also be changes to the way you feel such as reduced worry or greater confidence.

Some of the ways our service might have been of help to you are set out below, please tick one or more of the statements that may be applicable. Please add any other comments, good or bad, in the box below.

- Increased understanding or more detailed understanding of the rights and remedies available
- Greater understanding of the legal issues
- Greater understanding of the medical issues involved
- Referral to appropriate accredited solicitor
- Facilitated understanding of medical issues to allow me to resolve complaint such as suggesting questions to ask
- Made me more confident to help myself
- Helped to prepare for an inquest by providing advice and information
- Provided assistance in preparing and representing our family in relation to a coroner's inquest
- Reduced my worry about the incident
- Allowed me to resolve my concerns with the NHS
- Allowed me to pursue a compensation claim
(please let us know the outcome of the claim such as the amount of damages recovered)

Comments

Are you interested in any services that we do not currently provide?

Please tick one or more. Please add any other comments in the box below.

- Emotional and counselling support
- NHS Advocacy services such as help with letters or attending meetings
- Client meetings to meet with other victims and their families for mutual support
- More detailed support and assistance with professional regulatory matters such as complaints to the General Medical Council or Nursing and Midwifery Council

Comments

If you would like to receive our e-newsletter and regular updates on our activities, please provide your email address:

Please email your completed form to advice@avma.org.uk or by post to the address below.

Many thanks for your feedback

Action against Medical Accidents (AvMA)

AvMA is **the** charity for patient safety and justice. We provide free specialist advice and support to people when things go wrong in healthcare. We also work in partnership with health professionals, the NHS, government departments, lawyers and, most of all patients, to improve patient safety and justice.

Action against Medical Accidents

Freedman House, Christopher Wren Yard
117 High Street, Croydon CR0 1QG

020 8688 9555 (office)

Please use the helpline number (right) for help or advice regarding a medical accident

www.avma.org.uk

 www.facebook.com/AvMAuk

 [@AvMAuk](https://twitter.com/AvMAuk)

Action against Medical Accidents (AvMA) is a registered charity in England and Wales (number 299123) and in Scotland (number SCO39683)

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action *against* medical accidents