

Patient Charter

How we care for you, your friends and family

At Bridgewater we aim to provide

Safe and effective care delivered with understanding, dignity and respect



We will do this by

- Explaining what you can expect from us and what we ask of you
- Encouraging you to tell us if we are getting it right or not by asking you about your experience
- Providing clear and easy to understand information that keeps you well informed about your choices

Quality

We promise your care will be delivered by

- Friendly teams who will involve you in decisions about your care
- Staff who understand that everyone is different and recognise your values and beliefs



In return, we respectfully ask you to

- Be polite to our staff
- Be on time or cancel appointments promptly so we can give you a more efficient service
- Tell a member of staff when we do something well or if we need to do something differently
- Ask us about anything that you do not understand or are unsure about - call **0800 5870562** and speak to a member of our Patient Services team who will be happy to help you.



For more information please visit www.bridgewater.nhs.uk