

The PHS is committed to continually improving all aspects of our customer service and would greatly appreciate your comments on the below points:



1 In general, how do you find your experience when contacting the PHS office?

2 Is the advice given always explained clearly and do you feel confident in what you are told?

3 When you have contacted the office, do you feel there is anything in addition, which the Administrators of the PHS could do to assist you better?

4 Do you find the claims procedure easy to understand and follow?

5 Overall, how did you find the whole process of claiming through the PHS?

6 Any further suggestions on how the PHS could improve relations with members of the scheme?

Name:

Collar/Warrant Number:

Date:

Thank you very much for taking the time to complete this form.

Please return to the following address, fax or email:

Police Healthcare Scheme,
Guardians House, 2111 Coventry Road, Sheldon, Birmingham, B26 3EA

f: 0121 700 1111 e: rachel@policehealthcare.co.uk