

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



1 When you have found the need to contact the PHS office, in general, how do you find your experience?

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

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

4 Over your years as a member of the PHS, overall, how would you rate the service that you have received?

- |                                    |                                    |                                    |
|------------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good      |
| <input type="checkbox"/> Average   | <input type="checkbox"/> Poor      | <input type="checkbox"/> Very Poor |

5 Do you have 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](mailto:rachel@policehealthcare.co.uk)