Tell us about your experience

HUC endeavours to provide all patients with the best quality of care at all times. We would like to receive feedback from you about your experience and the care offered to you, or if you have any suggestions that you feel would help us improve our service.

Duty of Candour

We take our duty of candour seriously - all relevant information to persons who have or may have been harmed by the provision of services will be accessible, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.

Please ask a member of staff for a patient feedback form or you can complete a form online; available at www.hertsurgentcare.com

Alternatively, you can write to:
David Archer, Chief Executive
Herts Urgent Care
The Old Ambulance Station
Ascots Lane
Welwyn Garden City
AL7 4HL

Or, you can call us on 0808 260 9934 during office hours and speak to our Quality & Patient Experience Manager (this number is free to call and will be recorded for training & monitoring purposes).

Or, you can e-mail us at huc.feedback@nhs.net

Become a member of HUC and become involved in improving healthcare where it is important to you and your family. By joining HUC’s membership scheme you will be able to:

- Have a say on healthcare in your area
- Attend the Annual General Meeting and other special members’ meetings
- Vote on issues where required
- Receive newsletters and other health information
- Representation on HUC’s Stakeholder Council
- Become a Member Champion

How can I sign up?

Becoming a member is easy: To qualify you must be aged 16 or over and be resident.

Forms can be downloaded from our website: www.hertsurgentcare.com under the section titled For Our Patients – getting involved in HUC.

Please return your form to:

Herts Urgent Care
The Old Ambulance HQ
Ascots Lane
Welwyn Garden City
AL7 4HL

Or, you can e-mail us at info@hertsurgentcare.nhs.uk

Any information that you provide on the form will be treated confidentially and used only for the purpose of providing you with information and updates about HUC. All information will be held in accordance with the Data Protection Act 1998.

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Published October 2016
Appointments and Waiting Times

If provided with an appointment time, this is given as a guide only; they do not necessarily mean that you will be seen by a doctor/nurse at that time. Sometimes other patients may come in after you but may be seen before you; this is because we see patients according to their need not their arrival time. We aim to see you and treat you as quickly as possible and waiting times are monitored.

Appointments can only be given once a patient has received a clinical assessment - if anyone is with you and you believe they also need to see a doctor please call 111 to be assessed.

Please do not embarrass the doctor by asking them to see the patient as they cannot do this and their appointment may involve returning later.

If you are concerned, or feel that your condition has become worse, please speak to the Receptionist.

Children

Although we do treat children, we cannot look after the children of unwell patients whilst they are waiting to be seen or are receiving care from a Clinician. Please can parents/carers ensure children are supervised at all times and bring something to keep them amused.

Local Pharmacies

Our receptionists can give you details and directions to the nearest open pharmacies at which to obtain your medication. Please note, these are often not local.

Antibiotics

Antibiotics are important medicines for treating bacterial infections, but bacteria can adapt and find ways to survive the effects of an antibiotic.

The more we use antibiotics, the greater the chance bacteria will become resistant to them. Antibiotic resistance is one of the most significant threats to patients’ safety, and so it is important to use antibiotics in the right way. Antibiotics will only be prescribed where the clinician believes they are appropriate.

Accessibility

If you require any assistance with access please make our Receptionist aware at the time of booking your appointment.

Violent or Aggressive Behaviour

Our staff should be able to carry out their work without fearing for their safety. We do not tolerate verbal abuse, physical abuse and/or violence towards our staff. Anyone who behaves in this way or causes damage will be asked to leave by the security staff.

Interpretation Services

Language line interpreters are available for patients where English is not their preferred language; please speak to the Receptionist upon arrival.

For those with hearing difficulties, we have hearing loop systems available in some of our centres; please speak to the Receptionist upon arrival.

Chaperone - accompanied consultations

We are happy for friends or carers to stay with you during your consultation. If you wish to have another person present (a chaperone) for any medical consultations, examinations or investigations please inform the Receptionist on arrival. We will always endeavour to provide a chaperone if requested.

Further Information

If you require any further information please ask the Receptionist.

Data Protection

At HUC we take our duty to protect your personal information and confidentiality seriously and are committed to ensuring the security of personal data for which we are responsible.

Please see our website www.hertsurgentcare.com under the section titled For Our Patients, for more details.

Care Quality Commission

HUC was recently inspected by Care Quality Commission (CQC) and services were found to be good.