

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.hucweb.co.uk

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



Integrated Urgent Care Service



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.hucweb.co.uk

Please return your form to:

Herts Urgent Care

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

Alternatively, you can email your form to

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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You are being treated today by Herts Urgent Care (HUC); we provide medical care when GP practices are closed. At HUC we are committed to using local GPs, Nurses and staff to provide timely care, appropriate to your needs and in your local community.

You will be seen by a doctor, a prescribing nurse practitioner or an urgent care practitioner. Our clinicians are specially trained to treat minor illnesses/injuries.

NHS111



HUC runs the local NHS111 service. This service enables you to get quick access to the right health advice, at the right time and in the right place. NHS111 is available to call 24 hours a day, seven days a week, 365 days a year. All calls from both mobiles and landlines to 111 are free.



when it's less urgent than 999

If you become unwell when your GP surgery is closed and your condition is not a 999 emergency, please make sure you call 111 before going to any A&E, minor injury unit or medical centre for treatment – arriving at our centres without an agreed appointment slot can lead to a long and unnecessary wait. Calling 111 first will enable a clinical assessment to be made and referral to the most appropriate service for your needs.

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.

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.

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.hucweb.co.uk under the section titled Your Care, for more details.

Care Quality Commission



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