



# Patient Information

## Your appointment today

Thank you for attending our service today, which has been commissioned by the Bedfordshire, Luton and Milton Keynes Clinical Commissioning Groups. Please read this leaflet carefully as it contains advice about our service, your rights and what we are doing to prevent infections.

You are being treated today by HUC, a well-established healthcare provider for urgent and unplanned care. HUC is committed to using local GPs, nurses and staff to provide timely care, appropriate to your needs and in your local community.



# CLICK OR CALL 111 FIRST

Feeling ill or injured, but it's not life-threatening?  
Not sure where to turn?

If you think you need to go to A&E, call 111 first or visit [111.nhs.uk](https://111.nhs.uk)  
Get the care you need 24 hours a day, 7 days a week

Protect others, protect the NHS, think 111 first



## Think 111 First

If you think you need to go to A&E, call 111 first or visit [111.nhs.uk](https://111.nhs.uk). Get the care you need 24 hours a day, 7 days a week. We can also help you with a mental health concern, please call 111 option 2.

## Waiting Times

Please note your appointment time is given as a guide only and does not necessarily mean that you will be seen by a doctor or nurse at that exact time. Sometimes other patients may arrive after you but may be seen before you; this is because we see patients according to their clinical need and not their arrival time. We aim to see you and treat you as quickly as possible and waiting times are monitored. If you are concerned or feel that your condition has worsened, please speak to the receptionist. Appointments can only be given following a clinical assessment. If someone with you believes they also need to be seen, they must call 111 to be assessed. Please do not ask the doctor to see a companion as they cannot do this.

## Accessibility

If you require any assistance with access while you are here, please make our receptionist aware.

## **Children**

Although we do treat children, we cannot look after the children of patients who are unwell 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.

## **Chaperone - accompanied consultations**

We are happy for 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.

## **Pharmacies**

Our receptionists can give you details and directions to the nearest open pharmacies at which to obtain your medication. Please check current opening times online or by telephone before travelling.

## **Antibiotics**

Antibiotic resistance is one of the most significant threats to patients' safety, which is why it is important to use antibiotics in the right way. Antibiotics will only be prescribed where the clinician believes they are appropriate.

## **Interpretation Services**

Language line interpreters are available for patients where English is not their preferred language. For those with hearing difficulties, we have hearing loop systems available in some of our centres. Please speak to the receptionist upon arrival.

## **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.

## Further Information

If you require any further information, please ask the receptionist.

## Privacy Notice for Patients

### Why we collect information about you

HUC keeps records about the healthcare and treatment patients receive. This helps to ensure that patients receive the best possible care from us.

### How we keep your records confidential

Everyone working for the NHS and companies associated with this such as HUC must comply with the Common Law Duty of Confidence. This means that information you provide to the organisation in confidence will only be used for the purposes explained to you and to which you consented, unless there are other circumstances covered by the law.

HUC is required to comply with the NHS Code of Conduct on Confidentiality. This means that all our staff are required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared. All our staff and clinicians are trained in information governance.

The organisation holds information about you in accordance with the Data Protection Act 2018 and the General Data Protection Regulation 2018 (GDPR).

### How your personal information is used to improve your care

Your information will be used to:

- Review the care we provide to ensure it is of the highest standard and quality, through audit or service improvement
- Ensure our services can meet patient needs in the future
- Investigate patient queries, complaints and comments

## **Sharing Information with other NHS Organisations and Bodies**

With your consent we will share your personal information with other organisations for healthcare purposes only. This may be with your General Practitioner (GP), District Nursing, Health Visitors for example as well as with local hospitals and ambulance services.

## **Information sharing outside of the NHS**

We may need to share information from your health records with other non-NHS organisations such as the Local Authority from which you are also receiving care. However, we WILL NOT disclose any health information to third parties WITHOUT your explicit consent unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires it.

We may also be asked by other statutory bodies to share basic information about you, such as your name and address, but not sensitive information from your health records. This would normally be to assist them to carry out their statutory duties. In these circumstances, where it is not practical to obtain your explicit consent, we are informing you through this notice as required by the Data Protection Act 2018.

These non-NHS organisations may include, but are not restricted to:

- Social Services
- Education Services
- Local Authorities
- Police Service
- Voluntary sector providers
- Private sector providers



## **Your right to withdraw consent**

At anytime you have the right to refuse/withdraw consent to information sharing. The possible consequences will be fully explained to you and could include delays in receiving care.

## **Further Information**

To learn more about how we use your information, please speak to the healthcare professionals providing your care. If you require further information then this can be requested by contacting [dpo@huc.nhs.uk](mailto:dpo@huc.nhs.uk)

## **Subject Access Requests**

Patients may request sight of their own records by contacting HUC [dpo@huc.nhs.uk](mailto:dpo@huc.nhs.uk)

## **Information Commissioners Office**

### **Registration Details**

**Registration Number:** Z140226X

**Address:** HUC, The Old Ambulance Station, Ascots Lane, Welwyn Garden City, Hertfordshire, AL7 4HL

## **Infection Control Advice for Patients**

### **Why do I need to read this information?**

All patients should observe all protective and social infection protection guidelines in place at the time (e.g. COVID-19).

Please attend alone unless accompanying a child or vulnerable persons, use hand sanitiser on arrival, and, where required or requested, please wear a mask at all times. Infections can be introduced and spread by everyone.

This section of this leaflet explains how you can help our staff to provide a clean and safe environment in which to care for our patients.



## **What can you expect from us?**

Our facilities will be clean and well maintained. Our staff will clean their hands before and after examining you.

## **What can you do to help?**

- Be mindful of sitting too close to other people if you or someone you have come with is suffering from vomiting and/or diarrhoea, a heavy chest cold, flu or a chest infection.
- Make sure open wounds are covered; ideally with a clean, waterproof dressing.
- Supervise children at all times and discourage them from crawling on the floor.
- Good hand hygiene is the most effective way to stop infections spreading. You can do this by using the hand gel provided in our centres; unless you have a vomiting & diarrhoea bug, when washing your hands with soap is more effective.

## **Using Hand Gel**

Please use the hand gel provided whenever you are entering or leaving the clinic. Squirt hand gel onto your palm, rubbing your hands together so that the gel covers your hands-palms, thumbs, nails, even the back of your hands and between your fingers. Do not wash the gel off – it will dry within 20 seconds.

## **Flu jabs**

Flu vaccination by injection (a 'flu jab') is given free of charge by the NHS to protect those people who are vulnerable and at risk of flu and its complications. The flu vaccine is available free on the NHS if you are over 65, pregnant, very young, or have an existing health condition like severe asthma, a heart complaint or diabetes.

## How to provide feedback to us about your experience

We want to hear about your experience of the service we provided today. If you have something to share, there are a number of ways to do so:

- By visiting the 'Complaints and Praise' page on our website, which can be found at: [www.hucweb.co.uk](http://www.hucweb.co.uk)
- By calling the Patient Experience team on 0808 260 9934 during office hours (this number is free and will be recorded for training and monitoring purposes)
- By writing to us at: HUC, Patient Experience team, The Old Ambulance Station, Ascots Lane, Welwyn Garden City, AL7 4HL

HUC may use your details to contact you with regards to our anonymous patient satisfaction surveys relating to services you have used provided by us. This is to monitor and where possible improve the way we provide healthcare to you and to other patients.

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