



## JUST THINK 111 FIRST

When you think you need A&E,  
contact NHS 111 by phone or online.

🔍 111



This service is provided by HUC



October 2022

### Contact Us

The Patient Experience team  
HUC  
The old Ambulance Station  
Ascots Lane  
Welwyn Garden City  
Herts AL7 4HL

T: 0808 260 9934

For enquiries, please visit our website:

<https://hucweb.co.uk/contact/>



## St Albans Integrated Urgent Care Hub

### Feedback and Complaints



**If you notice blood in your  
pee, even if it's 'just the once',  
tell your doctor.**

Blood in your pee could be an early sign of bladder or kidney cancer, even if it only happens once. Chances are it's nothing serious, but finding it early makes it more treatable. So if it happens, tell your doctor straight away.



nhs.uk/bloodinpee

## Tell us what you think

We are committed to providing the best service possible to our patients. To help us improve, we are always keen to receive patient feedback.

Your feedback allows us to continuously learn and drive improvement with tangible change; we can also identify areas of good practice to share with staff, to boost morale and share where we are performing well.

We strive to make it as easy as possible for you to share your feedback, you can use this QR code which will take you to the Complaints and Praise page on our website.



## How to make a complaint

There may be occasions when our service does not meet with your expectations. Please ask to speak with the Lead Nurse, or shift lead, on the day; we would like to try and resolve any issues as they arise to ensure patient safety and satisfaction.

If you would like to make a complaint, we encourage you to contact us as soon as possible to enable us to investigate and provide a response to your concerns.

We have an accessible and robust complaints process, in line with the NHS complaints procedure.

## How we will manage your complaint

We will acknowledge receipt of your complaint within three working days and aim to have fully investigated your case within 25 working days from the date your complaint was received.

The aim of complaint investigation is to look for any potential learning, that can support improved service delivery in the future.

If you would like to discuss your concerns, a member of our Patient Experience team will be happy to contact you by telephone.

You can contact them by telephone on 0808 260 9934 or by email to [huc.feedback@nhs.net](mailto:huc.feedback@nhs.net)

## Giving feedback on behalf of someone else

We appreciate there may be occasions when a friend or relative may wish to raise concerns on behalf of a patient. To ensure we protect their privacy, dignity, and confidentiality we will reach out to the patient to gain their consent to respond.

## If you are dissatisfied with our complaint investigation

If you feel that you have not had a satisfactory response or outcome to your complaint, you will be offered a local resolution meeting. If you remain dissatisfied, after this meeting, you have the right to approach the Health Service Ombudsman. Details are as follows:

The Parliamentary and Health Service Ombudsman  
Millbank Tower, Millbank  
London SW1P 4QP  
Tel: 0345 0154033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Further Assistance Care Quality Commission (CQC)

You also have the right to report any dissatisfaction or concerns to the CQC, which is the independent regulator of health and adult social care services in England.

Care Quality Commission  
Citygate Gallowgate, Newcastle upon Tyne, NE1 4PA  
Tel: 03000 616 161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

## More information

<https://www.gov.uk/.../nhs-patients-and-service-users-help-and-information>