



# **Patient Information Leaflet**

**Compliments, Feedback and Complaints**

## **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 our patient survey.

## **How to make a complaint**

There may be occasions when our service does not meet with your expectations. 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.

Please ask to speak with the Lead Nurse, Receptionist or Shift Lead on the day. We would like to try and resolve any issues as they arise to ensure patient safety and satisfaction.

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  
[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

## Contact Us

The Patient Experience team at HUC

The old Ambulance Station

Ascots Lane

Welwyn Garden City

AL7 4HL

T: 0808 260 9934

For enquiries, please visit our website: [www.hucweb.co.uk/contact](http://www.hucweb.co.uk/contact)

## Access to patients records and confidentiality

HUC is required to comply with the NHS Confidentiality Code of Conduct. 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). Patients may request sight of their own records by contacting HUC at [dpo@huc.nhs.uk](mailto:dpo@huc.nhs.uk)

You can find other information about this service on our website by scanning the QR code below or go to [www.hucweb.co.uk/patients/attending-a-centre](http://www.hucweb.co.uk/patients/attending-a-centre)



This service is provided by HUC. This information was last reviewed in February 202.