

Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Following the principles within the General Data Protection Regulation (GDPR), MCH processes your data for purposes of:

- provision of health or social care or treatment
- medical diagnosis
- preventative or occupational medicine
- management of health or social care systems and services, carried out by, or under the supervision of health professional or another person, who in the circumstances owes a duty of confidentiality under an enactment or rule of law

Our privacy notice is available at [medwaycommunityhealthcare.nhs.uk/privacy/](https://www.medwaycommunityhealthcare.nhs.uk/privacy/)

If you would like to view or request a copy of your patient record, please email medch.dataprotection@nhs.net or call 01634 334640. In most instances this service is free and we aim to provide the requested information within 1 Calendar month. More information can be found by visiting:

[medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/](https://www.medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/)

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from Community Nurses and Health Visitors to Speech and Language Therapists and out of hours urgent care.

Customer Experience

Please send any comments about Medway Community Healthcare services to: -
Customer Experience Lead
Medway Community Healthcare
MCH House, Bailey Drive, Gillingham,
Kent, ME8 0PZ

T: 0300 123 3444
MEDCH.customercare@nhs.net

All contact will be treated confidentially
This information can be made available in other formats and languages. Please email medch.communications@nhs.net

Ref: MCH 391.1



Complaints process

What happens next?



We are
research
active

Medway Community Healthcare CIC providing services on behalf of the NHS
Registered office: MCH House, Bailey Drive, Gillingham, Kent ME8 0PZ
Tel: 01634 337593
Registered in England and Wales, Company number: 07275637



www.medwaycommunityhealthcare.nhs.uk

Information

Our Customer Experience Team will acknowledge receipt of your concerns within 3 working days.

The relevant Head of Service will be asked to investigate the concerns you have raised and we aim to respond to all written complaints within 30 working days.

We offer all service users and their families the opportunity to meet with the Head of Service and Customer Experience Lead to discuss their concerns. If you would be interested in attending a meeting, please discuss this with the Customer Experience Team.

On occasions our response may be delayed; if this occurs our Customer Experience Team will contact you and if necessary write to you to advise you of the delay.

Have we resolved your concerns?

If you are not satisfied with our response, please contact the Customer Experience Team, so that we can review your concerns.

Your concerns will be re-investigated and you will receive a written response within 30 working days.

The aim will always be to resolve the complaint and achieve reconciliation between the organisation and the service user and/or family, however, it has to be recognised that the service user and/or family might not be satisfied with the outcome.

If we have not resolved your concerns

If you are not happy with our response you have the right to refer your complaint to the Parliamentary and Health Service Ombudsman. They will require a clear statement of what issues remained outstanding.

Referral to the Parliamentary and Health Service Ombudsman should be made direct to the following address: Millbank Tower, Millbank, London SW1P 4QP or 0345 015 4033 between Monday – Friday 8:30-5:30. Further information can be found at <https://www.ombudsman.org.uk/>

What do we do with your feedback?

Your feedback is important to us and helps us to make improvements. Themes, trends and root causes will be fully analysed to enable learning across the organisation and shared more widely if appropriate.

Your complaint may be used during our Customer Experience training; you and/or your family will be kept anonymous, however the service will not.

