

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

Our privacy notice is available on our website

<https://www.medwaycommunityhealthcare.nhs.uk/privacy/>

If you would like to view or request a copy of your patient record, please contact MCH Governance team via email medch.dataprotection@nhs.net or telephone 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:

<https://www.medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/>

Medway Community Healthcare provides a wide range of high quality community health and care services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

Customer care

Please send any comments about Medway Community Healthcare services to: -

Customer care coordinator
Medway Community Healthcare
MCH House, Bailey Drive,
Gillingham, Kent, ME8 0PZ
t: 01634 334650
medwaycustomercare@nhs.net

All contact will be treated confidentially

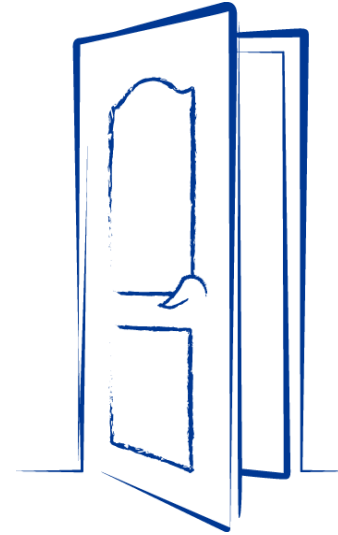
This information can be made available in other formats and languages. Please contact:
medch.communications@nhs.net

Ref: MCH 009.4



Being open

Patient guide to patient safety incidents



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



What is 'being open'?

Despite our best efforts, mistakes occasionally happen. Although there are numerous safety checks to ensure that these do not affect patients, sometimes these systems break down and patients may be harmed whilst in our care. Please be assured that this happens very rarely. However, in the unlikely event that this were to happen to you we are committed to being open and honest in telling you, we will share our understanding of why it happened and offer you involvement in how we plan to reduce the chances of the same mistake happening again.



What happens next?

A full investigation of the incident will be carried out.

A senior health care professional will meet with you and/or your family to ensure that your accounts of the events, leading up to the incident, are included in the investigation.

Your consent will be sought should information need to be disclosed to anyone other than the clinicians involved in your treatment.

It can sometimes take weeks or months to fully investigate a problem, so it might be that at the first meeting, no one can tell you exactly what went wrong. In order to keep you informed on progress, answer your questions and offer you on-going support, we have nominated the person below to meet with you at agreed times. Please contact them if you have any questions or concerns:

Name:
.....

Contact details:
.....

How will I be kept informed about the investigation and its findings?

The health care professional leading the investigation will arrange to regularly share their findings with you. When the investigation is completed, a report of the findings and any proposed changes to current practice will be shared with you.

Is support available if I need it?

Yes. Your named contact or the customer care coordinator will help to identify specific support relevant to your needs.

Your ongoing care

You may feel anxious about talking through your experience with the people who have been treating you, especially if you need further treatment. You can expect to continue to receive all future treatment with respect, compassion and dignity. However, should you wish to receive treatment from another team or provider, we shall make arrangements for this.

Improving our services

We can learn from your experience whilst in our care and in sharing your experience we hope that you will feel that you have contributed to preventing the same mistakes from happening to someone else. Also, people who have been affected by treatment that has gone wrong often say that they cope much better once they get an apology and understand what went wrong.



Will my comments and suggestions be listened to?

Yes. Your views on what happened and why are essential for us to understand and reduce the risk of the same mistake happening again. Please be open with us.

What if I want to make a complaint or claim for compensation?

Being open with you and involving you in understanding what has happened does not affect your right to make a formal complaint or claim for compensation. The contact details of the customer care coordinator are on the back of this leaflet.