

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 have a complaint, please contact us first before going to the Health Service Ombudsman as they will not review your complaint until our complaints procedure has been followed.

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

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.

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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: 0300 123 3444
MEDCH.customercare@nhs.net

All contact will be treated confidential

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

Ref: MCH 010-8



Tell us Your guide to providing feedback



Your experience

Your feedback is important to us as we are always looking for ways to improve our service to you. We would like to know about any positive or negative experiences.

Any feedback given will be treated with respect and courtesy and will not adversely affect your care.

Positive feedback

Don't underestimate the power of positive feedback. We are quick to point out to someone when they make a mistake. Sometimes we forget to acknowledge them when they do something right.

Giving positive feedback can be a powerful tool for employee motivation.

Concerns and complaints

If you are dissatisfied with the service that is provided to you or to someone you care for, we need to know so we can put things right.

Please contact the customer care co-ordinator to discuss your concerns.

Customer experience project

We are looking for people to take part in our customer experience project.

Your story will be filmed by our customer care co-ordinator and used as part of our customer care training package to members of staff.

You said:

"I attended an appointment today and after 25 minutes of waiting had to leave as I could not wait any longer. I was told there was a "system fault" and I was not booked in."

We did:

Created notices for waiting rooms asking that if patients are waiting for longer than 10 minutes for an appointment to speak to reception to ensure they have been booked in

How to get in touch



Phone the customer care team on 0300 123 3444 or e-mail MEDCH.customercare@nhs.net



Write to us at:
Customer care, MCH House,
Bailey Drive, Gillingham Business
Park, Gillingham, Kent, ME8 0PZ



Complete a patient experience survey on our website
www.medwaycommunityhealthcare.nhs.uk/your-experience



Arrange a time to come in for a chat and tell us your story.



Tweet us @medwayhealth or like us on Facebook,
www.facebook.com/MedwayHealth

Rate us on www.nhs.uk



Children can
feed back too...

...speak to an
adult or write to us