Help is at hand

The Independent Complaints Advocacy Service (ICAS) can advise and support you in making a complaint.

This free, independent and confidential service aims to help you feel confident about raising your concerns.

ICAS can:
• Give you an opportunity to speak confidentially to an independent adviser.
• Explore the options available to you at each stage of the complaints procedures.
• Help you write effective letters to the right people.
• Prepare you for and accompany you to meetings.
• Contact and speak to third parties if you wish to.
• Help you think about whether you are happy with the responses you receive.

ICAS will not try to persuade you to do, or not do, anything and will always respect your decisions.

If you suspect that we have not operated to our very high standards and an incident has occurred that may have caused harm, we will be open and truthful and will keep you informed about the reasons why and the findings of our investigations within 25 working days of receipt and a full written response outlining the responses you receive.

Patient support

As a patient of Essex & Herts Air Ambulance we very much value your feedback. Your comments, whether good or constructive, will help us improve our service in the future.

Thank the Crew

We have a dedicated ‘Thank the Crew’ form on our website, where you can leave your message. We hope that you will find this an easy way to make contact – alternatively please call or write to us.

Patient Liaison Managers

We know that everything can change in a second. We’re here for all the moments afterwards.

At Essex & Herts Air Ambulance we understand that sudden injuries and illnesses effect all involved. Whether a patient, family member or friend, you may have questions, concerns or need extra help.

Our Patient Liaison Managers Adam Carr and Tony Stone will work quickly and sensitively to provide the care you need.

Filling in the gaps

Experiencing sudden injuries and illnesses can be distressing. For this reason, it’s very common to suffer from memory blanks between the incident occurring and being in hospital. We can fill in the gaps and help complete the bigger picture for you.

Answering questions

Do you have any questions about the care provided by our Air Crew? There might be a procedure you would like to know more about, you might want to know why we went to a certain hospital, or there might be other queries about our service. We’re keen to answer any questions you have.

Our Patient Liaison Managers can be contacted via email on patientliaison@ehaat.org. To contact our Patient Liaison Managers individually, please use the contact details below:

Adam Carr: 07790 591804
Tony Stone: 07867 398253

We hope that we can resolve any concerns or queries you may have informally, however, if you are unhappy with the treatment or service you have received from Essex & Herts Air Ambulance, or are unhappy with the answers you have received informally, you may wish to make a formal complaint. We may even suggest that this is the best course of action in order to resolve your particular concern.

If you make a formal complaint we will endeavour to send you an acknowledgement within three working days of receipt and a full written response outlining the findings of our investigations within 25 working days. Should these timescales not be possible, we will keep you informed about the reasons why and advise when you can expect to receive a response.

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We work closely with hospitals to ensure we are providing the best, most up to date critical care and always endeavour to act in the best interests of our patients.

To involve you in making decisions about your care, we will:

• Listen to you and respect your views about your health.
• Discuss what your diagnosis, treatment and care involves.
• Share information with you to guide your care choices.
• Respect your choices and decisions.

Where a patient is unable to give consent for treatment we will always act in a patient’s best interest. Where appropriate, we may ask questions to the next of kin or carers to ensure the best possible care is provided. Our Patient Liaison Managers will happily explain our actions and answer any questions you have regarding your care following your incident.

The Quality Commission (CQC)

The CQC is the independent regulator of health and adult social care services in England. It aims to make sure health and social care services, such as ours, are well led and provide people with safe, effective, compassionate, responsive and high quality care.

As a care provider, we are registered with the CQC and inspected regularly to ensure we meet the high standards that provide people with safe, effective, caring, responsive to patients’ needs and well-led.

You are encouraged to share your experience of us with the CQC as they value this information. By working closely with the CQC, our patients and their families, we can continue to provide safe, high-quality care.

Find out more at: www.cqc.org.uk

Your health records

The General Data Protection Regulation allows you to request a copy of your health records, free of charge. This is known as ‘right of subject access’ and applies to both written and electronic health records.

You are entitled to receive a copy, but you should be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons. More information can be found on: www.ico.org.uk

Your health records may include:

• Basic details about you, e.g. your address and next of kin.
• Notes and reports about your health and any treatment and care you need, have had or may need.
• Details and records about the treatment and care you are receiving.
• Results of investigations.
• Relevant information from other health professionals, relatives or those who care for you and know you well.
• Follow up information on your in-hospital care, diagnosis and interventions.

Equality and diversity

We are committed to providing a service which is accessible to everyone and prevents unfair or unlawful discrimination on the grounds of age, disability, gender, gender identity, ethnicity, sexual orientation or religion, faith or belief and promotes the rights of people to be treated with dignity and respect.

We aim to provide our Staff with a working environment which is free from discrimination, harassment or victimisation. Diversity is valued in the workplace and we encourage Staff to challenge any behaviour that undermines the principles of fairness, equality, dignity, respect and autonomy.

For us, equality and diversity is part and parcel of everything that we do.