

## Raising concerns or complaints

We want our patients and the people we serve to receive the very best care at all times.

If you feel a mistake or misunderstanding has occurred in the care we have provided, we'd like to hear from you. This way we can help to resolve your concerns and ensure that we learn from any mistakes.

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.

If we 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 follow our Duty of Candour to ensure you are notified in a timely manner. We will carry out a thorough investigation, keeping you informed and learning from lessons, to reinforce that patient care and safety are paramount and the same mistake is not made again.

You can find more information at [www.ehaat.org/compliments-comments-complaints](http://www.ehaat.org/compliments-comments-complaints)

## 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 procedure.
- 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.

ICAS in the South East of England is provided by South of England Advocacy Projects (SEAP) who can be contacted via their website:

[www.seap.org.uk/contact](http://www.seap.org.uk/contact)



## 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 messages. 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](mailto:patientliaison@ehaat.org). To contact our Patient Liaison Managers individually, please use the contact details below:

**Adam Carr:** 07790 591804

**Tony Stone:** 07867 398253

## Our mission statement

Our aim is to save lives, reduce or prevent disability or suffering from critical illness and injury by delivering a first class pre-hospital emergency medical service to the people of Essex, Hertfordshire and surrounding areas.

Our highly-skilled and specially trained Pre-hospital Care Doctors and Critical Care Paramedics work alongside our regional partners using helicopters and Rapid Response Vehicles fitted with state-of-the-art life-saving equipment. Our clinical teams are dispatched by the East of England Ambulance Service NHS Trust (EEAST)

We are here to assist everyone who lives, works or is travelling through the region. The service is provided by the Charity free of charge to patients of all ages, from every background and faith, who require the most advanced clinical care.

*Former airlifted patient Maisie Moon appears on our front cover with Pre-hospital Care Doctor Ben Clarke.*



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W: [www.ehaat.org](http://www.ehaat.org)

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Business Park, Earls Colne, Essex CO6 2NS

Charity Number: 1108989



## Patient Guide

to your local Air Ambulance

## About us

**Essex & Herts Air Ambulance, unlike NHS emergency services, is a Charity providing a free life-saving Helicopter Emergency Medical Service (HEMS) for the critically ill and injured of Essex, Hertfordshire and surrounding areas.**

Each HEMS Team consists of a Pilot, Co-pilot, Pre-hospital Care Doctor and Critical Care Paramedic who can be rushed to the scene of an incident with life-saving support equipment to deliver advanced clinical care that is normally only found in the hospital Emergency Department. Once stabilised, the patient will be conveyed by air or land to the most appropriate hospital for their needs.

It costs in excess of **£6.5 million** ever year to cover all charitable costs and clinical operations. Without access to National Lottery funding and with only limited support from Government, we rely upon the generosity and goodwill of the people and businesses of Essex and Hertfordshire to remain operational and keep saving lives.

We work in partnership with the East of England Ambulance Service NHS Trust who task our Crew from 999 emergency calls. We work closely with Air Ambulances in London, Kent, Surrey and East Anglia to ensure a robust service across the region.

In a major incident, such as an explosion or train crash, as well as providing critical care to trauma and medical patients, we work together with all the Emergency Services to help manage the triage and transport of multiple patients.



## Working for You

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 Care 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 prove we are 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](http://www.cqc.org.uk)



## A service you can trust

Confidentiality is central to our relationship with patients.

Our Critical Care Team will obtain confidential information about patients and will keep records about their health and any treatment and care they receive from us.

This is done to help ensure that patients receive the best possible care. The records may be written down (manual records) or held on a computer.

All our staff have a legal duty to keep information about patients confidential.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk, or where the law requires information to be passed on.

Anyone who receives information from us also has a legal obligation to keep it confidential.



## 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 at [www.ico.org.uk](http://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.



## Safeguarding our Staff and Patients

We recognise that everybody has the right to be protected from harm, exploitation and neglect and we work in partnership with other health and social care agencies to ensure the interests of children and vulnerable adults are protected and promoted.

Our Crew will always show due respect and courtesy to patients, their relatives and the public. We expect to receive this courtesy in return and so we operate a zero tolerance policy against any form of verbal or physical aggression. Such action may result in the individual(s) being reported to the Police.

