

Generic Patient Service User Guide

Here is some information to help you or your carer to understand the service that you will receive. The information will explain how the service operates and how we work with your Consultant to help you, our patient.

Who is providing the service?

The *(insert name of programme)* **(The Service)** has been initiated and fully funded by *(client name)*. The nurses who will deliver the Service are employed by Bionical Health Limited on behalf of *(client name)*.

Who is this service for?

The service is designed for *(insert patient inclusion criteria here)*.

Can you tell me about the nurse who will be supporting me?

The nurses are all registered nurses employed by Bionical Health Limited. Bionical Health Limited provides a wide range of healthcare and education services to the NHS and Pharmaceutical Industry. The requirements of patients are at the forefront of everything we do.

Our commitment to quality includes the continual review and refinement of our systems. We regularly assess our processes and services and ensure we develop our staff to improve standards and outcomes for patients. The opinions of patients we work with are paramount in measuring the quality of the services we deliver. This service is provided by *(insert client)* who are a pharmaceutical company. Each nurse receives specific training, competency assessment and validation which are supplemented by continuing education.

1. How has this service developed?

Bionical Health Limited has developed this service in partnership with *(client name)*. You, our patient, are at the centre of service delivery. Your feedback is encouraged and welcomed, to ensure that we remain progressive in developing quality services with you as our focus.

2. What agreements do you have with my Healthcare Provider?

Your NHS consultant has entered into an agreement with Bionical Health Limited for the service to be delivered by registered nurses employed by Bionical Health Limited to patients who have consented to being part of the programme.

3. What will happen with my confidential information?

On enrolling onto the service, you have agreed to allow for your confidential information to be shared with Bionical Health Limited for you to receive the service. Your confidential information is shared using a secure NHS.net email system and it is stored within secure servers within Bionical Health Limited and the NHS. None of your confidential information, including your name, address or diagnosis is shared with the client at any time. Anonymised and aggregated data about the service shall be shared with the client for the purposes of service improvement, however, your specific personal details will not be identifiable.

4. Do I have to pay for this service?

There are no charges to you for the use of this service

5. What hours does the service operate?

The service operates between 9am and 5pm, Monday to Friday

6. If I am not happy about the nurse team, what shall I do?

If you, a family member or carer are not happy with the programme or Bionical Health Limited then please contact the **Quality Department** or contact your healthcare team, who will raise these concerns with the appropriate Bionical Health Limited personnel:

Quality Assurance Director

Bionical Health Limited
The Piazza
Mercia Marina
Findern Lane
Willington
Derbyshire
DE65 6DW
Or email: BHL.Complaints@nhs.net

We will ensure that your comment or complaint is thoroughly investigated and will be acknowledged within 3 working days. We will keep a written record of your comment or complaint with all the details and aim to have the outcome of our investigation completed within 30 days of receipt of your letter (*for patients in Northern Ireland we will aim to provide a response within 21 working days of receipt of your letter*)

If you remain dissatisfied with the service, you may contact any one of the following as appropriate:

Care Quality Commission (CQC)

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
www.cqc.org.uk
Telephone: 03000 616161

The Nursing & Midwifery Council

Complaints Manager
23 Portland Place
London
W1B 1PZ
www.nmc.org.uk

Telephone: 020 7637 7181

The Regulation and Quality Improvement Authority

Telephone: RQIA's Guidance Team (Mon-Fri 9am-4pm): 028 9536 1990, any calls received after 4pm will receive a callback within 24 hours from a member of the Guidance Team

Email: info@rqia.org.uk

Post: The Regulation and Quality Improvement Authority, First Floor James House, 2-4 Cromac Avenue, Belfast, BT7 2JA

Care Inspectorate – Scotland

Compass House
11 Riverside Drive
Dundee
DD1 4NY

www.careinspectorate.com

Telephone: 0345 600 9527

7. Data access requests and right to withdraw consent

You have the right to request access to any data stored about you by Bionical Health Limited and you also have the right to withdraw your consent to participate in the service at any time. If you wish to do either/both then please contact the Quality department using the contact details found in section 6. Please be reassured that the quality of your care will not be affected by doing so.

8. Feedback

Throughout your time on the programme you will be asked to provide feedback on the service that you have received. For us to improve the service we review all feedback received by patients and make positive changes to ensure our patients are receiving the best possible care. The provision of feedback is not compulsory and if you decline to feedback please be reassured that the quality of service you receive will not be affected.

In the event that you have any questions about the service or your care, please contact the dedicated Single Point of Access number: [insert relevant service number].