

Our patient promise

Our promise to you

- ✓ Plymouth Community Healthcare will provide the highest possible quality healthcare to patients and their carers.
- ✓ Looking after your health is a partnership between you and our clinical staff.
- ✓ All patients are entitled to, and should expect, the highest quality of care.
- ✓ We will involve you and your family in all aspects of your care.

We will deliver excellent standards of care

We will do this by:

- ✚ being responsive to your needs
- ✚ treating you and your family with dignity and respect
- ✚ respecting your privacy and confidentiality
- ✚ being open and honest in our communications
- ✚ meeting your requirements as quickly as we can
- ✚ doing our best to match your needs with the best available care
- ✚ providing you with a clean and comfortable environment
- ✚ responding to your feedback quickly and professionally
- ✚ working with you to develop a plan for your care that meets your needs

We need your help to be able to do this and ask that you:

- ✚ are polite and show respect to our staff
- ✚ listen carefully to what we think your care should be
- ✚ attend appointments on time or let us know if you are unable to attend
- ✚ inform us of any changes in your personal circumstances
- ✚ respect the privacy and confidentiality of other patients.
- ✚ provide us with constructive feedback when you feel we have not met your needs

Partnership

Working in partnership means that we will discuss your treatment options with you. We will provide the information you need in a way that helps you to understand what to expect. You will always be given the opportunity to discuss any treatment, ask any questions and be fully involved in your care.

How did we do?

We always consider and respond to all constructive comments and suggestions. We will respond to all complaints within 28 working days. We learn lessons from complaints and will use your feedback to make our service better for patients in the future.