

# Service User and Carers' Charter

## Introduction

Plymouth Community Healthcare aims to provide highest possible quality healthcare to patients and service users.

The care of your health is a partnership between yourself and our clinicians.

We will treat all patients equally and involve you in all aspects of your healthcare

The success of our partnership depends on a number of factors

## We strive to deliver excellent standards of care

### We will:

- be courteous and responsive
- treat you with dignity and respect
- respect your privacy and confidentiality
- be open and honest in our dealings
- deal with your requirements as quickly and effectively as possible
- do our utmost to match your needs with the best available care
- provide you with a clean and comfortable environment
- deal with requests and feedback promptly and professionally
- we will work with you to develop an appropriate care plan to meet your needs

## In order to achieve these high standards we need your support and cooperation. We ask you to:

- be courteous and respectful to our staff
- be flexible and accommodating of our recommendations
- attend appointments promptly or notify us if you are not able to attend
- inform us of any changes in 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 provide you with the information you need to understand what is happening and what you can expect. You will always be given the opportunity to discuss any treatment, ask any questions and be fully involved in the development of care plans.

## Feedback

We consider and respond to all constructive comments and suggestions. All complaints will be recorded, and written complaints will be acknowledged within five days of receipt. We will respond to all complaints within 28 working days.