

How to contact the Patient Support Service

Our service is open:
Monday – Friday, 9.00am – 5.00pm

Telephone: **020 3317 3003**
Minicom: **020 3317 2890**
Fax: **020 3317 2880**
Email: **pss@camdenpct.nhs.uk**

You can write to us (you don't need a stamp) at:

Freepost RRCA-BHXE-HUSR
Patient Support Service
NHS Camden
London NW1 0PE

Or come in and see us at:

St Pancras Hospital
4 St Pancras Way
London NW1 0PE

Please phone to make an appointment first. Please let us know if you require an interpreter for your appointment.

The Patient Support Service is unable to give medical advice. If you have an immediate health problem please contact your GP or call NHS Direct on 0845 46 47.

Please contact the Patient Support Service on **020 3317 3003** for more copies of this leaflet.

If you would like to obtain a copy of this leaflet in an alternative language or format (e.g. large print) please contact the Patient Support Service.

For more information about the role of the Patient Support Service or the work of NHS Camden, visit our website: www.camden.nhs.uk

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The Patient Support Service are here to help if you...

- would like information or advice about local services
- need help in sorting out a problem with your healthcare
- want to make a complaint
- have any queries, comments or suggestions about the local NHS

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NHS Camden
London NW1 0PE
www.camden.nhs.uk/pss

What do the Patient Support Service do?

The Patient Support Service is here to give you a helping hand if you need advice, have concerns about Camden health services or if you have a problem with the NHS and don't know where to turn.

We can:

- Listen to your queries and concerns.
- Give you information about local health services provided by GPs, dentists, opticians, pharmacists, community nurses and local clinics in Camden.
- Try to sort out any problems that you may be having, as quickly as possible, before they become more serious.
- Direct you to other sources of help.
- Make sure that your comments, concerns and complaints help to improve the Trust's services.
- Assist you to obtain a response from services.
- Feedback your compliments to services.

The Patient Support Service commitment to you

The Patient Support Service aims to:

- Resolve queries as quickly as possible and keep you informed of progress.
- Help you to access services.
- With your permission, involve other professional staff as necessary.
- Treat everyone with respect and sensitivity.
- Provide a confidential service.
- Be accessible for everyone.

We are happy to talk to carers and family members as well as patients about problems.

All information given to the Patient Support Service will be treated confidentially.

Useful numbers

NHS Camden Headquarters
020 7530 3500

To obtain a list of GPs or dentists
020 7527 1182/1183

POhWER Independent Complaints Advocacy Services (ICAS)
0845 120 3784

Camden Council
020 7278 4444

Camden Social Services
020 7974 6666

Camden Citizens Advice Bureau
0845 120 2965

Camden and Islington NHS Foundation Trust
020 7530 3500

Royal Free Hospital Patient Advice and Liaison Service
020 7472 6446

University College Hospital Patient Advice and Liaison Service
020 7380 9975