

Patient Support Services



**We can
help you**



Thanks for the Camden Easy Info Group
for making this leaflet easier to read.
November 2011

You can get more information and more copies of this
leaflet online at:
www.camdenproviderservices.nhs.uk



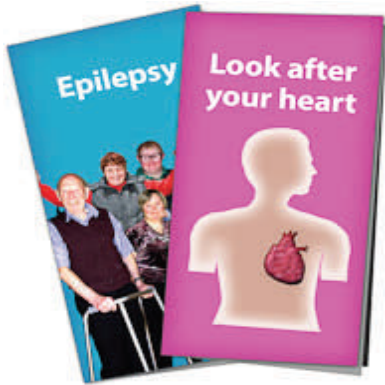
Telephone: 020 76 85 59 73



**E-mail us:
patientsupport.cps@nhs.net**



**Write to us at
3rd floor Bedford House
125-133 Camden High Street
London
NW1 7JR**



We have information about community health services in Camden.



We will find out what happened and let you know



We can help you to get the services you need



and will try to put things right.



or tell you where you can go.



If you are still not happy, you can ask us to try again



Tell us what you think of our health services.



or we can help you to take your complaint further.



What you tell us is private.



If we need to share your information, we will ask you.



We can set up a meeting with staff. You can talk to them about the problem.



When you make a complaint, we will tell you quickly what we are going to do.



If you did not get a good service



we can help you to be treated better.



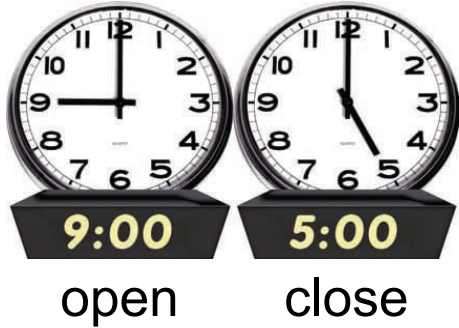
You will not get into trouble for talking to us.



Ring us if you want to meet with us



We will make sure you are listened to.



We are open from 9am to 5pm, Monday to Friday



If something went wrong, we will help to make it better.



If you need extra support to talk to us -



We will try to make sure it does not go wrong again.



you can ask a person who you trust to support you.