

Contact us

Monday to Friday, 09:00 to 17:00

Tel: 020 7685 5973

Fax: 020 7685 5788

Email: patientsupport.cps@nhs.net

You can write to us:

3rd Floor Bedford House
125 - 133 Camden High Street
London
NW1 7JR

We do not offer a walk-in service, but if you wish to meet with a staff member please contact us. 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 (Tel) 0845 46 47.

Communication and language support

If you require a language interpreter (including British Sign Language) or communication support, please contact us.

You can also contact us if you would like this leaflet in large print, Braille, audio format or in another language.

Confidentiality

Use of personal data is protected by the Data Protection Act 1998.

For information about accessing your health records please contact Information Governance on (Tel) 020 7685 5954.

For more information visit us online:

www.camdenproviderservices.nhs.uk

www.facebook.com/CamdenNHS

www.twitter.com/camdenprovider

Patient Support Service



Tel: 020 7685 5973

Central and North West London **NHS**
NHS Foundation Trust

Camden Provider Services

About the service

The Patient Support Service is here to help if you require information or advice about our services.

We can also help if you wish make a complaint or suggest ways to improve community healthcare services.

The Patient Support Service will:

- listen to your queries and concerns
- provide information about local community services in Camden
- try to resolve problems as quickly as possible before they become more serious.
- direct you to other sources of help
- ensure your comments, concerns and complaints are used to help improve services.
- assist you in obtaining a response from services
- pass your compliments or suggestions to services

Our commitment to you

The Patient Support Service aims to:

- resolves queries as quickly as possible and keep you informed of progress
- helps you to access local community services
- with your permission, involves other professional staff as necessary
- treats you with respect and sensitivity
- provides a confidential service
- is accessible to everyone

We are happy to talk to patients, carers or family members with regard to issues of consent. All information given to the Patient Support Service is treated confidentially.

Useful numbers

North Central London NHS Complaints and PALS department
(for Camden, Barnet, Enfield, Haringey and Islington PCTs)
(Tel) 020 3317 3003

POhWER Independent Complaints Advocacy Services (ICAS)
(Tel) 0845 1203784

Camden Council
(Tel) 020 7278 4444

Camden Social Services
(Tel) 020 7974 6666

Camden Citizens Advice Bureau
(Tel) 0845 1202965

Royal Free Hospital Patient Advice and Liaison Service
(Tel) 020 7472 6446

University College Hospital Patient Advice and Liaison Service
(Tel) 020 7380 9975