

# HOW WE PROTECT YOUR INFORMATION

## Introduction

This guide explains what information is collected about you, why it is collected and the ways it is used. EMED Group recognises how important it is that you are fully aware of the information we collect and hold about you, as well as how we share that information.

## Access to your information

Our staff will only have access to information that is necessary for them to complete the business activity they are involved in. This is reflected in the Caldicott Principles that access to your information should be on a need to know basis only. Staff access to confidential information is monitored to ensure your confidentiality is maintained.

## How we keep your records confidential

Everyone working for the NHS is subject to the Common Law Duty of Confidence and governed by the Data Protection Act and the requirements of the General Data Protection Regulations (GDPR), which came into effect on 25th May 2018.

## Your rights

You have the right to confidentiality under the Data Protection Act 2018 (DPA), the Human Rights Act 1998 (HRA), the Health and Social Care Act 2012 (HSCA) as well as the common law of duty of confidentiality.

### **Rights established under the GDPR provisions include:**

- The right to be informed;
- The right to be forgotten;
- The right of access;
- The right to rectification;
- The right to block or suppress processing;
- The new right to data portability.

**For full details on how EMED Group processes your information, please visit our website at:**

**[www.emedgroup.co.uk](http://www.emedgroup.co.uk)**

## Requesting Alternative Formats:

The information in this document can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages on request. Please contact:

**[marketing@emedgroup.co.uk](mailto:marketing@emedgroup.co.uk)**

# COMPLAINTS PROCEDURE AND DATA PROTECTION LEAFLET

# HOW TO PROVIDE FEEDBACK TO EMED GROUP

While we are always pleased to receive comments in appreciation of our services, we know that we do not always get it right.

Our aim is to provide the highest standards of service and we welcome your comments and suggestions to help us to achieve this.

## Complaints procedure

We follow the NHS Complaints procedure to ensure you can complain about anything to do with the services provided by EMED Group.

## Who can complain?

You can complain if you are a patient or if you have been affected by something a staff member from EMED Group has done or not done. You can also complain on behalf of someone else if you have their consent or have the authority to act for them on their behalf (such as the power of attorney).

## What is the time limit for making a complaint?

We encourage you to get in touch as soon as possible. Normally complaints should be made within 12 months of the date of the event that you are complaining about, or ideally as soon as the matter first came to your attention.

## Will my complaint be kept confidential?

Yes. We assure you that your care and the service you receive will not be negatively affected because you have made a complaint. Records of complaints will not be held with any booking records.

## What if I have a concern or question?

If you find that the staff taking care of you cannot help you, or you are not comfortable speaking to them, you can contact EMED Group on:  
**0300 777 8844.**

The EMED Group 'Patient Experience Team' or one of our Operations Agents in our Contact Centre will be able to provide immediate advice and support to patients, relatives and carers.

## How to complain

First, please ask to speak to a member of staff as soon as you can. They will listen to your concerns and take action to ensure these are investigated and addressed as appropriate.

If you want to make a formal complaint, you can contact us:

By phone:

**0300 777 8844**

By email:

**[patientexperience@emedgroup.co.uk](mailto:patientexperience@emedgroup.co.uk)**

By post:

**Patient Experience Team, EMED Group,  
Unit 4b, Bridge Business Park, Burcott  
Road, Hereford, HR4 9LW**

## What happens next?

When we receive your complaint, we assess which services are involved and identify who should lead the investigation.

We will then contact you to let you know we have received the complaint, confirm the details you have provided and outline and agree on a likely timescale for the completion of our investigation.