



EMED
GROUP



Easy
Read

How to make a complaint

How we keep your personal
information safe



EMED

Patient care



EMED

Community care



EMED

Safe care



EMED

Courier services

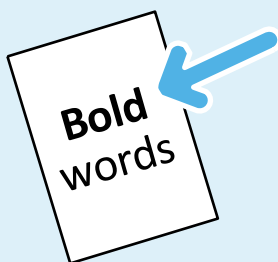
Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

About this booklet, page 4

Who can see your personal information, page 5

How to tell us what you think, page 7

About this booklet



This booklet is from EMED Group.

It explains:



- What **personal information** we collect from you.

Personal information includes things like your name, your age and any illness or medicines you have.



- Why we collect personal information.

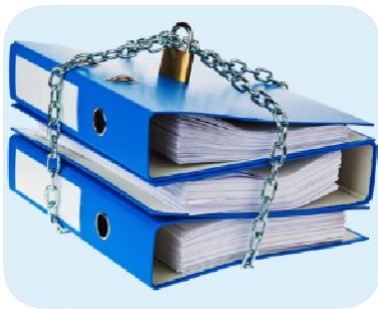


- How to give us your feedback and make a complaint.

Who can see your personal information



Our staff will only see your personal information if they need it for the job that they are doing.



Any personal information about you that staff have will be kept private and safe.



Everybody who sees your information must keep what they read private.

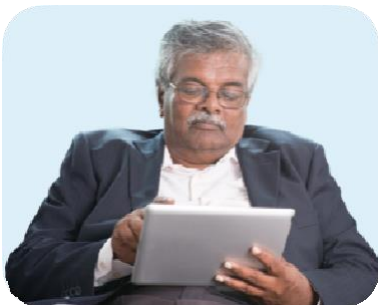
These are your rights:



You can be told what personal information staff have about you.



You can have your personal information deleted after 5 years.



You can see what personal information is held about you.



You can ask for your personal information to be changed if it is not right.



You can ask for your information to stop being shared.

How to tell us what you think



We want to know what you think about our services.



We want to hear what you think so that we can make our services better for everyone.

How to complain



Patients who are not happy about something one of our staff members has done can complain.



Somebody else can make a complaint for a patient if they cannot do it themselves.



The patient needs to write down that they want this person to complain for them.



If you would like to complain, please ask to speak to a member of staff as quickly as you can.



This may be the ambulance care assistant or the driver.

If you would like to make a written complaint, you can write to us at:

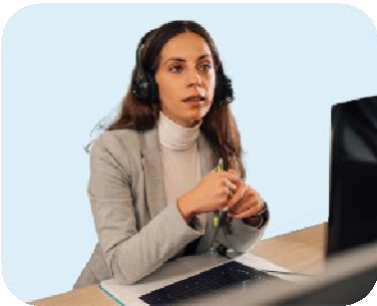


Patient Experience Administrator, EMED Group,
Unit 4b, Bridge Business Park, Burcott Road,
Hereford,
HR4 9LW

What happens after you complain?



When we get your complaint, staff will look at the problem to try and find out what went wrong.



We will contact you to let you know that we have got your complaint.



We will let you know how long we will take to look at your complaint.



When a member of staff contacts you they will talk to you about your complaint.



This is to make sure your complaint is about what you are not happy with.

How long do you have to complain?



Please contact us about your complaint as soon as possible.



You should make your complaint within 12 months of the event you are complaining about.

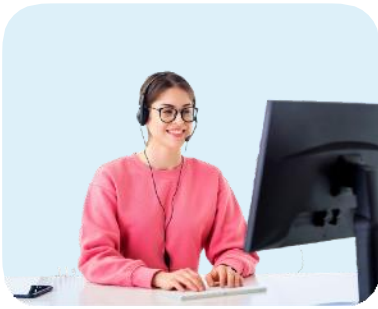
Keeping your complaint private



We will keep your complaint private.



Your complaint will not change the way staff treat you.



When you call our transport service, the staff you talk to will not know that you have complained.

How to ask a question



If you find that the staff taking care of you cannot help you, or you do not want to talk to them, please call the control centre for your area on:
0300 777 5555



For more information about how we keep your personal information please visit this website: www.emedgroup.co.uk



OR call EMED Group on:
0333 777 8844



Or email us at: info@emedgroup.co.uk