

Our values.



A Member of The Linde Group

Incorporating views of patients and carers

Your feedback is important to us. We love to receive compliments about our service. A suggestion on how to improve our service or complaints are just as welcome, as this gives us the opportunity to review and improve our service to you.

The Community Respiratory Service ensures that you have the opportunity to give feedback on the services provided. You can give feedback in a variety of ways:

- You can give feedback to the team during your appointment. After an appointment, you may be asked to complete a short satisfaction survey. This can be completed confidentially at home and returned to us using the business reply envelope provided
- Occasionally we will contact you formally to participate in a more detailed patient satisfaction survey – you can contact us by telephone, email or in writing to provide feedback at any time

This feedback is collected annually and submitted to the Care Quality Commission and to the local Clinical Commissioning Group.

Equality

The Community Respiratory Service treats everyone as an individual, with dignity, compassion and empathy. Our service is delivered with care and respect for all. There is no discrimination against colour, race, disability, sexuality or religion. Relatives, friends or chaperones are welcome to attend appointments at your request.

Confidentiality and data protection

The BOC Healthcare Community Respiratory Service respects your privacy. You will appreciate that in order to provide this service, we need to hold and process important personal data about your health and oxygen needs, including details about you, your GP and your prescriptions.

The information you provide will be used only by BOC Healthcare Community Respiratory Service in order to provide you with the best possible service and will be held securely in accordance with the Data Protection Act 1998. We will not share your information with third parties that are not involved in your care without your prior consent.

You may request at any time to see the information we hold on record about you including your own medical information and copies of any medical reports. Any medical reports created will only be shared with other Healthcare professionals such as the referring GP if you have consented for us to do so.

During your initial assessment you will be asked if you agree to your medical records being shared. By giving your permission this means that we can ask your General Practitioner to share copies of the records that they have about you. This will mean that the service will be able to see an up to date medication list, results of recent investigations and hospital letters. This will be fully explained to you by a member of the team and you will retain the right to change your mind about sharing at any time.

Your rights

The UK Data Protection Act 1998 gives you the right to access the personal data that BOC Healthcare holds and processes on you. You are entitled to stop the data processing if it causes unwarranted and substantial damage or distress and to request that inaccurate/incorrect information be rectified.

For further information regarding these rights or to make a complaint please contact our Senior Information Risk & Data Protection Officer at healthcare.home-uk@boc.com, by calling 0800 731 0206 or by writing to BOC Healthcare, Priestley Road, Worsley, Manchester M28 2UT.

If after contacting BOC you are still unhappy you may also complain to the Information Commissioner, all contact details are available on the Information Commissioners' Website <http://www.ico.gov.uk/>

BOC Healthcare

Community Respiratory Service, Patient Service Centre, Priestley Road, Worsley, Manchester M28 2UT, United Kingdom

The stripe symbol and the letters BOC are registered trade marks of The BOC Group Limited. Both BOC Limited and The BOC Group Limited are members of The Linde Group, the parent company of which is Linde AG. Reproduction without permission is strictly prohibited. © BOC Limited 2013