

Community Children and Young People's Service

Compliments, Concerns and Complaints

Comments, compliments or complaints are valued and appreciated. Please speak to your health practitioner. If the service you are receiving is failing expectations, please talk to the manager or staff involved. They will take the matter seriously and sort things out as soon as possible.

If that is not appropriate please contact us below:

Call: 0115 9934542

Email: Complaints@nottshc.nhs.uk

Write to: Patient Experience Team (Local Partnerships),
Nottinghamshire Healthcare NHS Foundation Trust,
Moorgreen House, Highbury Hospital, Bulwell, Nottingham, NG6 9DR

You can also share your experiences and care at :

<https://www.careopinion.org.uk/>

or at the Trust's feedback website:

<https://rebrand.ly/UserCarerFeedback>

This document is also available in other languages and formats upon request.

Su richiesta, questo documento è disponibile in altre lingue e in altri formati.

Sur demande, ce document peut être fourni en d'autres langues et formats.

Na życzenie, dokument ten można uzyskać w innych językach i formatach.

यह दस्तावेज़ अनुरोध किए जाने पर अन्य भाषाओं और प्रारूपों में उपलब्ध है।

ਇਹ ਦਸਤਾਵੇਜ਼ ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ ਤੇ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਰੂਪਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

در صورت درخواست این سند به زبانها و شکلهای مختلف در اختیار شما قرار می گیرد.

یہ دستاویز دیگر زبانوں اور مطلوبہ شکلوں (فارمیٹ) میں بھی دستیاب ہے

هذه الوثيقة متاحة بلغات أخرى وباشكال غير الكتابة المقروءة وذلك عند الطلب



Preparing for Adulthood Levels of care / differences in healthcare

www.nottinghamshirehealthcare.nhs.uk

As you get older there are some changes you will need to know when you access all kinds of health services.

Different levels of healthcare you can access:

Primary Care – This is healthcare that everyone can use in the local community.

GPs are where everyone goes for general health and wellbeing advice and treatment. They might need to ask more specialist people to be involved in your care (from the hospital or other services). From 14 years old anyone with a learning disability can have an “Annual Health Check” from their GP. Ask at your local Practice for more details.

Primary Care covers GPs, Dentists, Ophthalmology (eye tests) and Pharmacies.

Secondary Care - This is more specialist healthcare that requires a referral (a letter) from primary care. In most cases your GP will be responsible for sending a referral to a secondary health care service.

This Secondary Care may be based in your home, a community health setting, or a local hospital. Secondary Care professionals may include: District Nurses, Specialist Nurses or Therapists, Learning Disability services, Psychiatry or Psychology.

Tertiary - Tertiary care refers to highly specialist treatment such as neurosurgery, transplants, and secure forensic mental health services.

Acute - Acute care is by hospitals where you will receive active but short-term treatment for an injury or episode of illness, an urgent medical condition, or during recovery from surgery. Non-acute care refers to surgery centre’s, physician clinics, long-term care etc.

These Hospitals include King’s Mill Hospital, Queen’s Medical Centre and the City Hospital.

Differences you can expect from 16 years of age upwards:

- Letters can be addressed to you rather than your parents. Sometimes if people don’t understand, or have capacity letters might still be addressed to parents.
- You might be asked if you want to go into appointments on your own (you can still have support from family if you want it).
- You will be given information to help you make decisions about your health care. Health professionals will support and advise you for **Shared Decision Making**.
- You might have to make/cancel/rebook your own health appointments unless you give someone else permission. (Some of you might need support as you cannot do this for yourself).
- You might start to have your care transferred to adult services in Secondary and Acute care. The age that children’s health services finish and adult health services start varies depending on where people live and what service they receive. In some areas, adult services start at 16 years and in others they start at 18 years or older. It is a good idea to find out what age this happens in the services you use.

