

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

Community Children & Young People's Service, © June 2021. All rights reserved.
Nottinghamshire Healthcare NHS Foundation Trust | 0553/EN/V1/0621/JL



Preparing for Adulthood Different levels of healthcare

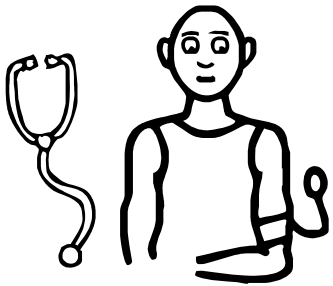
www.nottinghamshirehealthcare.nhs.uk



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

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 therapies, learning disability services, psychiatry or psychology.

Acute Care

Acute Care is given 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

This refers to out patient clinics, physician clinics, pre planned tests at the hospital.