

This leaflet is available in other languages and can also be made available upon request in Braille, audio or large print. Please contact 0333 200 4042 to request a copy.

Copies of all documents and information can be found at [www.greater-manchester-cats.com](http://www.greater-manchester-cats.com)

### Greater Manchester NHS Clinical Assessment & Treatment Service

3rd Floor  
111 Piccadilly  
Manchester  
M1 2HY

Tel: 0333 200 4042

24-hour helpline: 0333 200 4078

Email: [greatermanchester.cats@careuk.com](mailto:greatermanchester.cats@careuk.com)

[www.greater-manchester-cats.com](http://www.greater-manchester-cats.com)



## Patient guide



[www.greater-manchester-cats.com](http://www.greater-manchester-cats.com)

## Opening hours

7.45am - 8pm

Monday to Saturday

## 24-hour helpline

0333 200 4078

## Clinical Assessment & Treatment Service (CATS)

Thank you for choosing the Greater Manchester Clinical Assessment & Treatment Service (CATS). Using CATS means you have access to specialist healthcare professionals who will provide a diagnosis of your symptoms and agree with you what further treatment, if any, is required.

CATS has been designed to provide a 'one-stop shop' for patients whereby you will be seen by your consultant and have any diagnostic tests required all at the same outpatient appointment. CATS will cut waiting times and provide local services for patients in community settings. The Greater Manchester CATS is a mobile service, operating across the region from a range of convenient locations.

This booklet explains how CATS works and what to expect during your appointment, and contains information about patient satisfaction and complaints. If you have any questions or worries before your appointment, please talk to your GP or visit our website [www.greater-manchester-cats.com](http://www.greater-manchester-cats.com). Our staff will also be able to discuss any concerns you have while you are at the centre.

## About Care UK

We are one of the UK's leading providers of health and social care services. We run a number of GP practices, NHS walk-in centres, nursing homes and homecare services – together with specialist services for children – and people with mental health problems and learning disabilities. You can find out more about Care UK at [www.careuk.com](http://www.careuk.com)

This service is provided by Care UK on behalf of the NHS. All services are free to NHS patients.



## About the service

The range of clinical assessment and treatment services available in the Greater Manchester CATS include:

- Diagnostics and tests
  - CT scans
  - MRI scans
  - Ultrasound
  - X-ray
- Ear, nose and throat
- Endoscopy
- General surgery
- Gynaecology
- Orthopaedic
- Urology



The service is provided in purpose-built mobile units that have been designed to offer a safe and secure clinical setting. The units link together to create a clinical service that can be moved around Greater Manchester, bringing the service closer to patients.

The doctors and other staff working in CATS are fully qualified, experienced and registered with professional healthcare bodies. You can find out more about our staff at our website [www.greater-manchester-cats.com](http://www.greater-manchester-cats.com)

We work closely with your GP, hospital doctors and other healthcare professionals to ensure that you have a smooth journey through the healthcare system.

## What to expect at your appointment

You have talked with your doctor, and maybe another healthcare professional, about your symptoms and/or condition and have chosen to use CATS.

If you do not already have details of the date, time and place for your appointment, to confirm please contact the Care UK Patient Management Centre on 0333 200 4042 with your appointment reference number which can be found on your Choose and Book letter. You will then receive an appointment letter confirming your details. If you require our language service or if you have any special access requirements, please let us know: we are fully compliant with the Disability Discrimination Act.

We'll phone you the day before your appointment to confirm that you are still able to attend.

When visiting us, please bring:

- Your appointment letter
- Details of any medicines you are taking
- A list of any questions you want to ask
- Change for the car park

When you arrive, one of our staff will show you around the unit. You'll be seen by our team which may include a consultant, nurse or healthcare assistants.

Once your condition has been assessed, you may need more monitoring, treatment or advice. We aim to complete this on the same day but in some cases you may be asked to come back on another day. We may also ask you to attend one of our units at another location and, if so, we will advise you on transport arrangements.

The time you will spend with us will vary depending on the tests that need to be done. Staff will tell you how long you are likely to be at the unit.

Once your CATS appointment is complete, you may need to go back to your GP or to a hospital or health centre for further treatment. Our staff will discuss the options with you and will make any further referrals that are needed to continue your treatment.

It's important you feel you know everything about your treatment and care. If you have any questions during your time with us, please ask one of the staff.

### Transport

Wherever possible, it is hoped that you will be able to travel to the unit by car or public transport. All our units have car parking spaces and are also served by local public transport.

If you currently qualify for patient transport on medical grounds to get to hospital you should arrange this in the same way as you do for your hospital visits. If you require guidance regarding patient transport, please contact your GP practice.



### Patient Advice and Liaison Service (PALS)

PALS is a confidential NHS service that gives advice and support to patients, carers and their relatives, about healthcare and other services. The PALS advisor listens to concerns, suggestions and queries and helps to sort out problems quickly and informally. If you wish to contact your local PALS services please speak to your local Primary Care Trust.

Ashton, Leigh and Wigan

01942 482956

Bolton

01204 462701

Bury

0800 328 3166

Heywood, Middleton and Rochdale

0800 121 4430

Manchester

0161 219 9451

Oldham

0800 389 8679 or 0161 624 6251

Salford

0161 212 4832

Stockport

0161 426 5888

Tameside and Glossop

0161 922 4466

Trafford

0161 746 2019

You can find more information at [www.pals.nhs.uk](http://www.pals.nhs.uk)

If you have any worries or need to rearrange your appointment, please call the Patient Management Centre on 0333 200 4042 or write to Care UK, 3rd Floor, 111 Piccadilly, Manchester M1 2HY.

## Consent, privacy and dignity

We always ask you for permission before any of our healthcare professionals and other staff examine you or treat you in any way.

Maintaining your privacy and dignity is also a priority for us. We'll listen to your personal preferences and your needs and act upon them wherever possible. If you have special access needs (e.g. wheelchair ramp, sign-language interpreter) or need an interpreter for your appointment, please let us know in advance so that we can arrange these for you.

## Confidentiality

All information (on paper and on computers) is confidential and stored safely. At all times our staff follow NHS guidelines and the Data Protection Act.

## Seeing your medical records

You have the right to see your own medical records. This may include information held on a computer or on paper. If you would like to see this information, please speak to the staff. If you would like to receive copies of your records you should write to the patient services manager.

You also have the right to have copies of letters sent to your doctor after your care under CATS. You will be asked whether you would like these at the start of your care.





## Patient satisfaction

Care UK staff aim to provide you with high quality services. We regularly ask our patients about their experiences with us and welcome your opinions. This helps us to develop the service further.

You can speak to a member of staff when you are at the unit, or contact the patient services manager on 0333 200 4042.

Or you can write to:

Care UK, 3rd Floor, 111 Piccadilly  
Manchester M1 2HY

You can ask us for patient satisfaction statistics or view them at our website [www.greater-manchester-cats.com](http://www.greater-manchester-cats.com)



## If you have a complaint – talk to us

We want to give our patients the best possible care. However, problems can arise. Sometimes this is because of a misunderstanding which can be sorted out very quickly if our staff are told.

We will look into any complaints from patients or their representatives thoroughly. Our complaints process is in line with NHS procedure.

If you are unhappy with the services or care we are providing, please contact the patient services manager on 0333 200 4042 between 9am and 5pm Monday to Friday.

You can also write to:

Complaints Manager  
Care UK, 3rd Floor, 111 Piccadilly  
Manchester M1 2HY

or email: [greatermanchester.cats@careuk.com](mailto:greatermanchester.cats@careuk.com) with:

- Your name and address
- Details of your complaint, including the date of when you were seen or treated
- Any other comments that you wish to make

We will reply to your letter within two working days and we may contact you to ask if you would be willing to come and meet with us to talk things through. You'll receive a full response within 25 working days. If there are any delays, you will be told in writing.

Alternatively, if you would like to contact the Healthcare Commission with your complaint, you can call 020 7448 9200 or write to The Healthcare Commission, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG.

If you require support when making a complaint, you can also contact the Independent Complaints Advisory Service (ICAS), run by the Carers Federation, on 0845 120 3735.