

Code of Practice on Access to Government Information

"The target for response to simple requests for information is 10 working days from the date of receipt. This target may need to be extended when significant search or collation of material is required. Where information cannot be provided under the terms of the Code, an explanation will be given." - *Isle of Man Government, May 1996.*

You can find the "Code" online at www.gov.im/cso or by contacting the Corporate Services Team on 642608.

Further information

You can find the Department of Health Code *of Practice for the Delivery of Services* and this leaflet online at www.gov.im/health

Printed copies are available from:
Crookall House, Demesne Road, Douglas,
Isle of Man IM1 3QA
Tel: +44 (01624) 642608
Fax: +44 (01624) 658008
Email: dh@gov.im

Office Opening Hours

Excluding Bank Holidays
Monday – Thursday: 9.00am – 5.00pm
Friday: 9.00am – 4.30pm
Saturday – Sunday: Closed

Contacts

Department of Health Headquarters

Crookall House, Demesne Road, Douglas,
Isle of Man IM1 3QA
Tel: +44 (01624) 642608
Fax: +44 (01624) 658008
Email: dh@gov.im

Estates Services Directorate

Ballamona Farmhouse, Strang, Braddan,
Isle of Man IM4 4TE
Tel: +44 (01624) 642904
Email: esd.dh@gov.im

Noble's Hospital

Strang, Braddan, Isle of Man IM4 4RJ
Tel: +44 (01624) 650000
Email: hospital.nobles@gov.im

Public Health Directorate

Cronk Coar, Strang, Braddan, Isle of Man IM4 4RJ
Tel: +44 (01624) 642639
Email: publichealth@gov.im

Primary Care

Crookall House, Demesne Road, Douglas,
Isle of Man IM1 3QA
Tel: +44 (01624) 642608
Email: dh@gov.im

This leaflet is available in large print or audiotape/CD upon request.

www.gov.im/health



DEPARTMENT OF HEALTH

Rbeynn Slaynt

Service Standards



September 2011



**Isle of Man
Government**

Reillys Eilan Vannin

Introduction from the Deputy Chief Executive



The Department of Health's commitment to the delivery of a first class service is outlined strategically in the *Code of Practice for the Delivery of Services*, which provides an overarching framework of how we discharge our duty of providing

healthcare to the people of the Isle of Man. It is vital we look to meet and, where possible, exceed public expectations and whilst this can be challenging, the Department remains resolute in this commitment.

This leaflet is designed to tell you what you can expect from the Department of Health in terms of how we will deliver high quality services. We aim to maintain and where possible, improve the health of the people of the Island and this is achieved through a comprehensive and readily available range of health services. Quality and customer service lie at the very heart of our organisation and it is our passion and determination to rise to the challenges of this commitment, that drives us forward.

I hope this leaflet helps you understand our approach to service delivery and the standards you can expect from the Department and its staff.

Lesley Keenan
Deputy Chief Executive

Information from the Department of Health

You can expect information to be:

- Accurate at the time of issue and dated
- Presented in a clear, concise and easy to understand manner, avoiding or explaining technical terms
- Include a full postal address and contact details for follow up queries
- Available in large print or audio tape/CD upon request
- Issued in accordance with the Government's *Code of Practice on Access to Government Information*— see next page.

Contacting us by telephone

You can expect us to:

- Answer the telephone within six rings in non-clinical departments. Please note that there may be a short delay if we are already dealing with another enquiry. In clinical areas, the telephone will be answered as promptly as possible, giving regard for clinical commitments
- Respond courteously, identifying ourselves and our location by name
- Deal with your enquiry immediately, or take your details and call you back within one working day, if this is not possible
- Re-direct you to the appropriate area, if your business involves another service
- Inform you of how long a search for information should take, if your query requires us to perform a significant search for information
- Return your call the following working day, if you leave a voicemail outside of office working hours.

Contacting us by letter or email

You can expect us to:

- Acknowledge receipt of your email/letter within three working days of receipt of your enquiry
- Respond within 10 working days of receipt of your enquiry. This may be an interim response pending a further full reply

- Keep you informed about any delays, if the information you request cannot be given to you within 10 working days
- Provide you with an explanation, if the information you request cannot be given
- Provide information that is clear and accurate and meets good practice readability standards
- Treat your enquiry confidentially
- If your letter arrives by email, the above standards apply.

Contacting us by visiting our office

You can expect us to:

- Respond within two minutes if you ring a reception bell
- Answer your query immediately if we are able to, or re-direct you to the appropriate service
- Respect your privacy, dignity and confidentiality.

Listening to your views

We welcome comments on our services, so that we can learn from our shortcomings as well as our achievements, and we are committed to continuous improvement.

You can expect us to:

- Provide an opportunity for you to comment on service provision by ensuring that comment forms are available in reception areas and on the Department's website
- Provide an opportunity for those who use our services to comment on service provision, not less frequently than every two years
- Provide an opportunity for you to discuss your comments or concerns with a senior member of staff in the first instance
- Use the information obtained, to improve our services where necessary
- Be honest and open with you, as we hope you will be with us
- Provide you with information regarding complaints procedures, should you wish to express your concerns in this way.