

## *Meetings in confidence.*

### PATIENT VOICES

*“What happened to me shouldn’t happen to others. The health services changed their routines after I wrote to the Patients’ Advisory Committee (Patientnämnden).”*

*“The Patients’ Advisory Committee (Patientnämnden) has staff that take the time to listen to you.”*

*“I got valuable help when all other doors were closed to me as a patient.”*

*“They were friendly and provided useful information.”*

### Contacting the Patients’ Advisory Committee (Patientnämnden)

08-690 67 00 (8.30–16.00)

Postal address:

Patientnämndens förvaltning  
Box 17535, 118 91 Stockholm

Visitors:

Hornsgatan 15, Stockholm

Fax 08-690 67 18

E-mail [registrator@pan.sll.se](mailto:registrator@pan.sll.se)

[www.patientnamndenstockholm.se](http://www.patientnamndenstockholm.se)



# Problem?

Do you have any questions, points of view or complaints about the care you have received?

Contact the Patients’ Advisory Committee.

*Do you have any points of view, complaints or questions about the health services?*

## Contact us!

If you are dissatisfied with the care, reception or treatment you or someone close to you has received, you can air your views with the Patients' Advisory Committee (Patientnämnden) free of charge. The Committee (nämnden) is an independent and impartial body that all county councils must establish by law. This is where you should turn for all matters regarding the publicly financed health services.\*

## What does the Patients' Advisory Committee do?

- We listen to your points of view, investigate what has happened, suggest solutions and try to put things right.
- We work to promote good relations between you and health service personnel.
- We provide information on how the health services work and on your rights and opportunities to get involved and influence the care you receive.
- We help you take things further if need be.
- We cannot order damages or disciplinary measures, but we can help you contact higher authorities.
- We work to improve the health services. By contacting the Patients' Advisory Committee (Patientnämnden) you help bring attention to mistakes and shortcomings.
- We compile comprehensive statistics that are distributed to the health services. Attention is drawn not least to issues that concern patient safety, which is an important part of ensuring quality care.

## How to contact us:

### Telephone

Telephone 08-690 67 00 (8.30–16.00)

Fax 08-690 67 18

If you want, you can call anonymously if you simply want to ask what applies in your case.



### E-mail

registrator@pan.sll.se

Provide a brief description of the circumstances or ask an administrator to contact you for more information.



### Post

Patientnämndens förvaltning  
Box 17535, 118 91 Stockholm



We are bound by patient confidentiality.

## Who are we?

The Patients' Advisory Committee (Patientnämnden) has an administration at its disposal. The administration is staffed by people with broad experience of and expertise in health services, dental care and legislation. You can contact us regardless of the health care provider involved.

\* Publicly financed health services refers to the county council's health services, the municipal health services and nursing in sheltered housing, private healthcare providers, the national dental service, dental care financed by the county council and private dental hygienists.