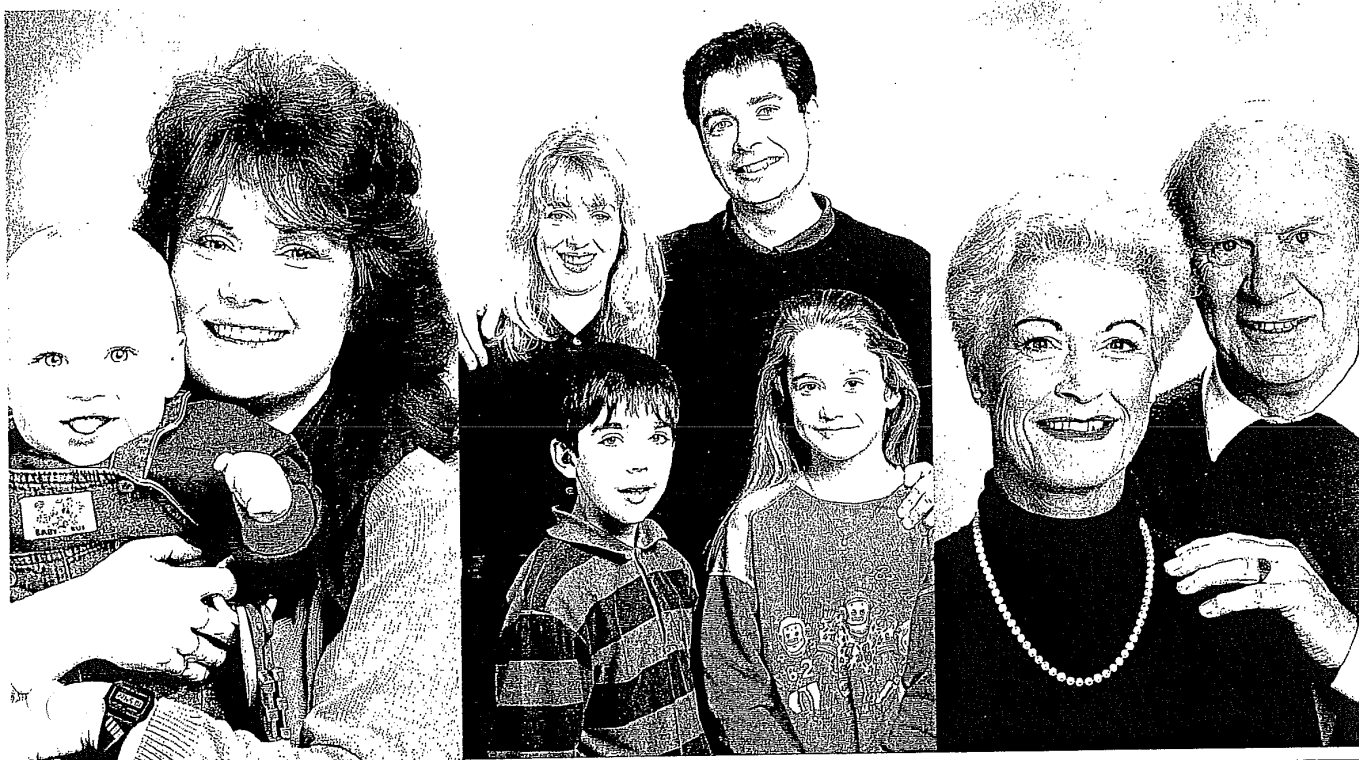


The Northern Ireland Health and Personal Social Services  
**A CHARTER FOR PATIENTS AND CLIENTS**



RAISING THE STANDARD

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**Foreword**  
**by the Minister for Health and Social Services**

For the most part people who come into contact with the health and personal social services in Northern Ireland have only the highest praise for the standards of care and treatment they receive and for the kindness, skill and dedication of the staff who look after them. But there are some areas in which further improvements can still be made.

This Charter for Patients and Clients identifies some of these areas. It explains the important new rights and the guarantees the Government is introducing in key areas such as the time some patients have to wait before being admitted to hospital. It sets out the kind of service citizens have a right to expect, the information they are entitled to receive to enable them to make informed judgements about their care and treatment, and what they can do if things go wrong.

Priorities for improving the health and well-being of the population and for improving the delivery of services over the next 5 years are set out in the Regional Strategy for health and personal social services in Northern Ireland. The Charter therefore is part of a comprehensive programme to improve the quality of services and to increase the choice for patients and clients. It builds on the major changes the Government is making in the way the services are managed, so that patients and clients will benefit through services that are more closely matched to their needs while the population of Northern Ireland as a whole can be satisfied that the services are providing the best possible value for money.

As the Minister responsible for the health and personal social services in Northern Ireland, this Charter is my personal pledge to all citizens that services in Northern Ireland will continue to match the very best available in the rest of the United Kingdom.



JEREMY HANLEY  
Parliamentary Under Secretary of State  
March 1992



**Introduction**

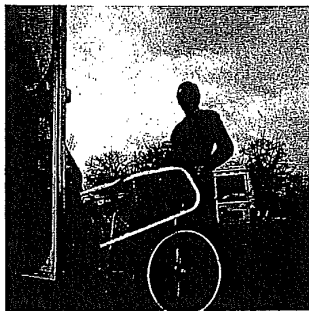
The Citizen's Charter published by the Secretary of State for Northern Ireland signalled the Government's commitment to:

- **improving the quality of all public services in Northern Ireland;**
- **making services more responsive to the needs of individual citizens; and**
- **ensuring value for money.**

This Charter for Patients and Clients explains how this commitment is being carried forward in the health and personal social services. It sets out the standards of care and treatment you can expect if you are ill or in need of care, and what you can do if these standards are not met.

## A Right to Care and Treatment

Services should  
be accessible to  
all who need  
them including  
people with  
special needs.



The health and personal social services cover a wide range of services from hospital treatment to care in the community. No matter what services you require when you are sick or in need of help and support, you have a right to:

- **be treated courteously and with respect for your privacy, dignity and religious and cultural beliefs.** This should include meals to suit all dietary requirements and arrangements for conducting confidential discussions with you or your relatives. Services should be accessible to all who need them, including people with special needs such as those arising from physical and mental disabilities. For example, all health and social services buildings should be easily accessible to people with disabilities and information about services should be clear, helpful and readily available;
- **receive care and treatment on the basis of need regardless of your ability to pay.** Most health services are free but there are some services, like dental treatment and prescriptions, or some social services like home helps or residential care in a nursing home or home for the elderly, for which you may have to pay at least part of the cost. In these cases there are special arrangements for people on low incomes;

- **receive emergency care and treatment at any time;**
- **be given clear information about any treatment or care proposed, including any risks and any alternatives, and to have your own wishes taken into account as far as possible;**
- **be kept informed about your progress.** Your relatives and friends are also entitled to be informed, subject of course to your own wishes;
- **give or withhold your consent to medical or other care and treatment;**
- **choose whether or not you wish to take part in research or student training;**
- **see any reports made for insurance or employment purposes and information held about you on computer.** Under proposed new legislation you will be able to see what is written about you. All information about you must be kept confidential.

Northern Ireland has one of the highest levels of ill health in Europe. Much of this is preventable.

You can help to improve your own health through:

- not smoking;
- eating a sensible and well balanced diet;
- taking regular exercise;
- reducing the amount of alcohol you drink to the recommended limits.

## You and Your Doctor

**Your doctor must  
now produce a  
leaflet telling you  
about the full  
range of services  
available from  
the practice.**

**You have the right to be registered with a family doctor and to change your doctor easily if you wish.** You can change your doctor simply by going to the new doctor of your choice and asking to be registered. You do not have to give a reason. If you have any difficulty in arranging a new doctor you can ask the Central Services Agency to do this for you. The Agency's address is given on page 16.

When you register with a doctor you are entitled to:

- **a free health check on joining a doctor's list for the first time;**
- **a free health check if you have not seen your doctor in the previous 3 years;**
- **a yearly health check in your own home if you are over 75 years of age;**
- **be referred to a consultant acceptable to you when your doctor thinks it necessary and to be referred for a second opinion if you and your doctor agree this is desirable;**
- **obtain emergency medical care at any time through your doctor or the emergency ambulance service and any hospital accident and emergency department.**

Many doctors are now offering their patients important extra services such as family planning services, well-women clinics and cervical cancer screening (smear tests). These services also are free. Your doctor must now produce a leaflet telling you about the full range of services available from the practice. Health and Social Services Boards also publish directories of local family doctors giving information about each practice and the services provided. You can find the address of your Health and Social Services Board on page 16.

There are a number of ways that you can help your doctor:

- keep appointments made for you or notify the doctor as soon as possible if you are unable to attend;
- whenever possible go to your doctor's surgery rather than ask your doctor to visit you;
- only call your doctor out in an emergency;
- if you do need a home visit, try to let your doctor know before 10.00 am;
- do not expect a prescription at every visit; many illnesses are short term and do not require medication.



## You and Your Dentist

You are entitled  
to a treatment  
plan setting out  
the treatment  
proposed.



To make sure you get treatment when you need it, you should register with a dentist just as you do with your family doctor. This will help your dentist to give you continuing care and advice, preventing future problems as well as giving you treatment.

As a registered patient you are entitled to:

- **a treatment plan setting out the treatment proposed;**
- **emergency treatment outside normal surgery hours;**
- **an estimate of the cost of your treatment if you are an adult and liable to pay.** Where a particular treatment needs to be repeated within 12 months, it may be possible to have this done free of charge.

The amount you pay will depend on how much treatment you get. The Government sets limits on dental charges and your dentist or your Health and Social Services Board can tell you what these are.

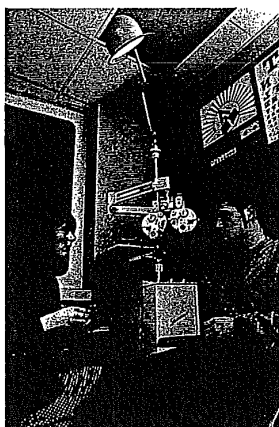
You have a right to free health service dental treatment if:

- **you are under 18 or a full-time student under 19;**
- **you are an expectant mother or the mother of a child up to one year old;**
- **you are on income support or family credit.**

If you are on a low income you might also qualify for help with dental costs. You can get a leaflet about this from your dentist or from your local Social Security Office.



You may be entitled to free prescriptions or help towards the cost of your glasses.



## You and Your Pharmacist

You have the right to:

- **decide which pharmacist you use to dispense your prescriptions.** Your medicines or other appliances should be supplied in suitable and properly labelled containers with clear instructions for use. Your pharmacist should explain these to you if you are not sure;
- **have your prescription dealt with as quickly as possible.** Your Health and Social Services Board is responsible for ensuring that there are arrangements for dispensing urgent prescriptions outside normal hours including weekends. These arrangements should be widely publicised at each pharmacy, in your doctor's surgery and in your local press.

You can get prescriptions free if you:

- **are under 16, or a full-time student under 19;**
- **are a women over 60 or a man over 65;**
- **are an expectant mother or mother of a child up to one year old;**
- **suffer from certain medical conditions;**
- **are on income support or family credit.**

You may also be able to get free prescriptions if you are on a low income. You can get more information about these arrangements from your pharmacist or from your Social Security Office.



## You and Your Optician

Your sight can be tested only by an ophthalmic optician or an ophthalmic medical practitioner.

There is a charge for having your sight tested. However, sight tests are free if you:

- **are under 16 or a full-time student under 19;**
- **are on income support or family credit;**
- **have special medical needs which may affect your sight eg diabetes.**

**Once your sight has been tested you have the right to take your prescription for glasses to any optician or other retailer.** In certain circumstances, for example if you have a low income, you might be entitled to help towards the cost of your glasses. Your optician or your Health and Social Services Board can provide you with details or you can ask at your local Social Security Office.

Your pharmacist can give you advice and information on a wide range of minor health problems and can advise you when to consult your doctor. The advice you will get will be accurate and free of charge. You can ensure that medicines are used wisely and safely by:

- remembering that you do not need a pill for every ill;
- taking your medicines exactly as instructed and finishing any course of treatment;
- not 'sharing' prescription medicines;
- asking your local pharmacist for advice if you have any worries or queries about medicines.

## Other Services in the Community

Boards will take  
into account the  
needs of those  
people who  
require a lot of  
assistance at  
home.

In Northern Ireland, Health and Social Services Boards are responsible for looking after the needs of people requiring personal care and treatment in the community. Should you or any of your family need health or social care, you can get help from a named district nurse, midwife, health visitor or social worker. A wide range of other community services can also be provided depending on your own particular needs and circumstances.

If you require community services you should receive:

- **an emergency visit in your own home within 24 hours;**
- **in all other cases a visit within one week from the date you first asked for help;**
- **information in writing about the services that will be provided.**

**You will also be told the name and telephone number of the person(s) who will be responsible for arranging and providing the services - nurse, midwife, health visitor, social worker, or other persons.**

From 1 April 1993 Boards will have even greater responsibility for assessing comprehensively the needs of all those who are particularly vulnerable and whose needs are complex because of age, mental illness, mental handicap or physical disability. Boards will also be expected to take into account the needs of those who care for people who require a lot of assistance at home. **A named person will be responsible for seeing that the services are provided.**



If you are being cared for at home your carer may appreciate a short break from caring.

This can be provided by:

- trained staff from your Health and Social Services Board or voluntary organisations;
- a 2-3 week break in a suitable residential or nursing home;
- a short break with another family.

Day care centres can provide opportunities for:

- recreation and leisure pursuits;
- occupational pursuits;
- education and training in skills for day to day living,
- specialist services such as physiotherapy, speech therapy, and occupational therapy.



## Services for Families and Children

Boards have a duty to promote the welfare of children, as far as possible within their own families.



Health and Social Services Boards have a duty to promote the welfare of children, as far as possible within their own families. They can take steps such as offering advice, guidance and assistance, particularly to families under stress.

Boards also have a duty to protect children from all forms of abuse.

- If you are a parent and you request or accept that it is necessary to have your child taken into care, no Court proceedings are required. **However, if your child has been committed by a Court to the care of a Board, you have the right to apply to the Court to have the decision changed.** In any case you will be told of the effect of the Court Order, your rights as a parent and the arrangements for access to your child.

- If your child is thought to have been abused in some way, either by a member of your family or someone else, you will be invited, where practicable, to attend part or all of the case conference held to discuss the future care of your child. **You will be informed in writing of the decisions reached by the case conference.**

- **Children and young people in care have a right to have their wishes listened to and taken into account where possible. They are entitled to attend review meetings where matters affecting them are being discussed.**

Health and Social Services Boards, and registered voluntary adoption societies, provide adoption services in order to assist children who have been adopted, their natural or adoptive parents, and people who wish to adopt children.

The services include counselling mothers who may wish to have their child placed for adoption, the placing of children for adoption with suitable families and providing counselling for people with problems relating to adoption.

Adopted adults (at least 18 years old) have a legal right to apply to the Registrar General for access to the original record of their birth. His address is shown on page 16. If you wish to seek such information and you were adopted before 18 December 1987, you will have to attend an interview with an adoption counsellor before being given this information. If you were adopted after that date, you may choose for yourself whether or not to see a counsellor before applying to the Registrar General for information contained on your birth certificate.

## Hospital Services

Priority will be  
given to reducing  
waiting times  
where lists are  
longest and where  
pain and  
discomfort are  
most acute.



Attending hospital can be a worrying experience for many patients. Your hospital will try as far as possible to arrange an appointment convenient to you. You should:

- receive at least 2 weeks notice of the appointment along with clear information about when and where to attend and what to bring with you;
- be told the name of the consultant responsible for your care and treatment.

Your family doctor will be able to arrange transport for you if he or she feels this is necessary on medical grounds.

### LEAVING HOSPITAL

You will not be discharged from hospital before arrangements have been made to meet your continuing health or social care needs. This may include support from your immediate family or the community based services such as community nursing, social services and home helps. You and, with your agreement, your carers will be consulted and informed at all stages.

### EMERGENCIES

If you call an emergency ambulance it should arrive within 14 minutes if you live in an urban area, 18 minutes if you live in a rural area, or 21 minutes if you live in a remote area. These are nationally agreed standards.

- In accident and emergency departments you should be seen immediately and your need for treatment assessed.

## New Rights

As part of the Charter programme the Government has introduced four important new rights for hospital patients.

### WAITING LIST GUARANTEE

### A NAMED NURSE

### OPERATIONS

### OUTPATIENTS



Over 650,000 people attend accident and emergency departments in Northern Ireland each year. In some cases the treatment could have been provided by family doctors.

You can help by not using an accident and emergency department for minor or trivial ailments.

Over 320,000 people are treated as inpatients or day patients in Northern Ireland hospitals each year.

About half of all admissions take place immediately. Of the remainder 50% are treated within 5 weeks and 90% within 6 months.

Some patients, such as those waiting for kidney transplants, cannot have an operation because of a shortage of donor organs. You can help by carrying an Organ Donor Card and making your wishes widely known to your friends and relatives. More blood donors are also urgently needed.

## WAITING LIST GUARANTEE

**From 1 April 1992 you will be guaranteed admission to hospital no later than 2 years from the date your consultant places you on a waiting list.**

The only exceptions to this guarantee will be:

- certain specialised treatments, such as transplants, which depend on the availability of a suitable organ;
- cases of very low clinical priority such as minor cosmetic surgery (eg the removal of tattoos);
- where you choose to wait longer for personal reasons or refuse an offered admission or where you and your doctor agree to wait longer so that you can be treated by a particular specialist;
- circumstances of very exceptional strain such as a major disaster or epidemic or where services are disrupted by industrial action.

Northern Ireland has one of the highest rates of heart disease in the world and there is a particular difficulty in meeting the demand for cardiac surgery which greatly exceeds present capacity. Additional facilities have already been provided to help meet this demand and further urgent steps are being taken to honour the Charter guarantee by the 31 March 1993.

**Apart from the exceptions mentioned above and the temporary difficulty with cardiac surgery, 2 years will be the maximum time you will have to wait for admission to hospital.** As at present, the vast majority of patients will be admitted much sooner. Health and Social Services Boards will be required to publish the

maximum times they have agreed with hospitals for both inpatient and day patient treatment.

These may range from over a year to only a few months depending on local circumstances. Priority will be given to reducing waiting times for those treatments where waiting lists are largest and the pain, discomfort and general reduction in the quality of life are most acute. These include key treatments such as hip joint replacement, cataracts and hernia repairs, as well as cardiac surgery.

**Emergency and urgent cases will continue to receive immediate priority treatment.**

Your Health and Social Services Board will be responsible for ensuring that these maximum waiting times are met. This may include offering you treatment in an alternative hospital.

## A NAMED NURSE

You will be allocated a named qualified nurse or midwife for your nursing or midwifery care.

## OPERATIONS

**Once you have an admission date, your operation should not be cancelled on the day you are due to arrive in hospital.** This could happen because of emergencies or staff sickness. If, exceptionally, your operation has to be postponed twice you will be admitted to hospital within one month from the date of the second cancelled operation.



## OUTPATIENTS

Health and Social Services Boards will also publish maximum waiting times for outpatient appointments. If you are referred to hospital by your family doctor for an outpatient appointment you should:

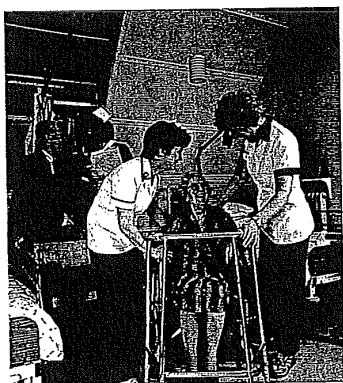
- **receive a letter from the hospital within 2 weeks of your referral advising you of the date of your appointment;**
- **be given an individual appointment time and be seen within 30 minutes of that time or be informed of the reason for any delay;**
- **be seen by a consultant or other senior doctor on your first appointment;**
- **receive a report, through your family doctor, within one week of your attendance at the outpatient clinic.**

**Outpatient appointments will continue to be made according to clinical priority but, in normal circumstances, you should not have to wait more than 3 months for a first appointment.**

More than 1.5 million appointments are booked at hospital outpatient clinics in Northern Ireland each year. Of these, over 250,000 patients fail to attend. You can help by keeping appointments made for you or notifying the hospital as soon as possible if you find you will be unable to attend.

## A Right to Information

Each Board will  
publish details  
about the services  
it will be providing  
for its own  
resident  
population.



From 1 April 1992 each Health and Social Services Board will publish a Local Charter about the services it will be providing for its own resident population. These Local Charters will cover all of the Northern Ireland Charter Standards and will increasingly include other locally agreed standards.

**The Local Charters must include information about:**

- the main standards of service each Board has negotiated in its agreements with hospitals and other providers;
- details of the range of services that the Board has contracted for by type and location;
- maximum waiting times for inpatient, day patient and outpatient treatment by hospital and specialty;
- a named person you can contact if you want further information about the Charter Standards or about the services available and how to get access to them.

Local Charters also might:

- set maximum waiting times in accident and emergency departments after your need for treatment has been assessed;
- set waiting times for taking you home after you have been treated, where the doctor in charge of your case says that you are medically unfit to travel by public or private transport;

- ensure that you and your visitors are able to find your way easily around the hospital and other facilities through enquiry points and better signposting;

- ensure that every member of staff you meet face to face is easily identified by wearing a name badge;

- ensure that staff working in the community produce evidence of their identity as a matter of course.

**Boards will be required to publish each year information about their achievements against these standards and to say what action they are taking to improve performance where necessary.**

All providers of health and personal social services will also be required to set out clearly the range and standards of service they offer and to make this information available to all patients, clients and their families. **Information on current waiting times by hospital, specialty and individual consultant should also be prominently displayed in health centres and doctors' surgeries.**

The Health and Personal Social Services Management Executive will be monitoring the achievement of the Charter Standards in Northern Ireland and will arrange the publication of information which will allow you to compare the performance of individual Boards. Where performance is unsatisfactory the Chief Executive is responsible for seeing that action is taken to make the necessary improvements.

## A Right to be Consulted

As a citizen you  
must have an  
opportunity to  
influence the  
decisions that are  
made on your  
behalf.



The central aim of the Charter programme is to make services more responsive to people's needs. This means that, as a citizen, you must have an opportunity to influence the decisions that are made on your behalf, to make informed comments on the services provided and to have your views taken fully into account.

Health and Social Services Boards are required to consult widely about the services they are providing and about major new developments or changes. This consultation process should include:

- individual members of the public;
- local interest groups such as voluntary organisations;
- local Members of Parliament;
- District Councils;
- Health and Social Services Councils;
- Staff Associations.

A Health and Social Services Council has been set up in each Board area to represent the interests of the public, patients and clients. The Councils are independent bodies whose members include District Councillors or Council nominees as well as other individuals appointed after consultation with local voluntary organisations, community groups and other interested bodies. Members of the public can also put forward nominations.

The Councils will monitor services and will be discussing any deficiencies or gaps with the Health and Social Services Boards, offering advice and suggestions for improvements. They have the right to:

- examine issues like waiting times, visiting arrangements and accommodation;
- visit any facilities in their

**Boards will be extending this process of consultation as part of their new responsibilities for assessing health and social needs and ensuring that resources are better targeted towards securing improvements in the quality of life of their resident populations. You can find out more about these consultation arrangements by asking your local Board or Health and Social Services Council.**

A number of hospitals and other units are already using questionnaires and surveys to find out what people think about their services. From 1 April 1992 all providers of health and personal social services will be involving patients and clients directly in assessing the quality of the services they provide and identifying any areas that need improving.

areas which are owned or used by the Health and Personal Social Services;

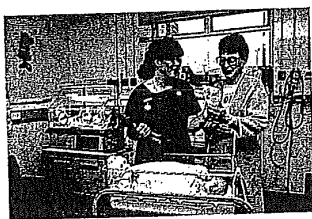
- advise patients, clients or the public about how best to make a complaint.

By law, Boards must consult the Health and Social Services Councils about any substantial development or change in the way services are provided. This includes proposals for closure or change of use of hospitals and other facilities.

Each Council will publish an annual report on its objectives for the year and how these have been met. Health and Social Services Boards are required to publish their comments on the Councils' reports. Copies of the reports can be obtained by contacting the relevant Council or Board whose addresses and telephone numbers are on page 16.

## If Things Go Wrong

The complaints officer will conduct a full investigation and will provide you with a written report.



The large majority of patients, clients and their relatives think highly of the care and treatment they receive. However sometimes things can go wrong, and it is important that there are easy and effective arrangements to allow you to make your views known and to have the matter resolved.

In most cases it is possible to resolve complaints on the spot by speaking directly to the person providing the service or his or her immediate supervisor. This is usually the best way to resolve minor problems, such as waiting time in an outpatient department or a complaint about meals. However if you are not satisfied with the answer you receive or if action is not taken to deal with the problem, there are further steps you can take to have the matter investigated.

Every provider of health and personal social services must have clear arrangements for dealing with complaints. They must:

- publicise the name, address and telephone number of a senior officer responsible for handling complaints; and
- make this information available to all patients, clients or their authorised representatives.

The complaints officer will conduct a full investigation and will provide you with a written report explaining what went wrong and telling you what action is being taken.



You may be asked to make a formal complaint in writing. You can do this yourself or ask a relative, friend or a member of staff to write it down for you to sign - this is one of the duties of staff under the complaints procedures. Your Health and Social Services Council can also help if you ask.

**Your complaint should be:**

- acknowledged by the complaints officer within 3 working days;
- dealt with quickly and a full report issued within one month.

**If the complaints officer is unable to complete the investigation in this time, he or she will explain the reason for the delay and tell you when you can expect a full response.**

If you are still dissatisfied when you receive the complaints officer's report, you can raise the matter with the Chairman or General Manager of the Board. If the matter is still not dealt with to your satisfaction you can write to the Chief Executive of the Health and Personal Social Services Management Executive at Dundonald House, Belfast. His full address is shown on page 15.

At any stage you can refer the matter to the Northern Ireland Commissioner for Complaints (the Ombudsman) who is empowered to investigate all complaints of a non-clinical nature. Her address is on page 16. The Commissioner will let you know if she can investigate your complaint further.

# Complaints provide a useful additional means of monitoring the quality of services.



## SPECIAL ARRANGEMENTS

There are special arrangements for dealing with:

- **complaints about the services provided by your family doctor, dentist, pharmacist or optician;**
- **complaints involving the clinical judgement of hospital medical and nursing staff;**
- **complaints made by children in residential care or their parents;**
- **complaints about community care services including services for children;**
- **complaints made by people with mental disorders or their carers.**

You can find out more about these arrangements by asking your Health and Social Services Board or contacting the Health and Personal Social Services Management Executive.

**From 1 April 1992 each Health and Social Services Board will have to publish regularly details of the number of complaints received and how long it has taken to deal with them.**



Complaints provide a useful additional means of monitoring the quality of services and how these are meeting the needs of patients and clients. Staff are continuously making efforts to improve the way patients and clients are treated. They will always welcome constructive comments and suggestions because these may provide a useful insight into a problem or a new idea that can be put to use.

You might also like to let staff know if you have been treated well. This lets those caring for you know they are providing the right kind of service and that their efforts are appreciated by those who matter most.

## Charter Mark

The Charter Mark scheme will test and reward excellence in the delivery of public services. Organisations whose sole or main purpose is direct service to the public will compete for the Charter Mark. The key to eligibility will be clear evidence that the applicant delivers services under its own steam. In Northern Ireland, all eligible health and personal social services units will be encouraged to apply for the Charter Mark.



## Further Information

If you would like to ask about any of the matters mentioned in this Charter or make any comments, including suggestions for new Charter Standards, you can contact:

Quality & Performance  
Improvement Unit  
Room 106  
Dundonald House  
Stormont Estate  
Belfast  
BT4 3SF  
Tel: 028 9052 4998

## Special Editions

Special editions of the Charter to meet the needs of visually impaired people can be obtained from:

The Royal National Institute  
for the Blind  
40 Linenhall Street  
BELFAST BT2 8BA  
Tel: 028 9032 9373



## **Useful Contacts**

Quality & Performance  
Improvement Unit  
Room 106  
Dundonald House  
Stormont Estate  
Belfast  
BT4 3SF  
Tel: 028 9052 4998

### **HEALTH AND SOCIAL SERVICES BOARDS**

Northern Health and  
Social Services Board  
County Hall  
182 Galgorm Road  
ALLYMENA BT42 1QB  
Tel: 028 2565 3333

Southern Health and  
Social Services Board  
Tower Hill  
ARMAGH BT61 9DR  
Tel: 028 3741 0041

Eastern Health and  
Social Services Board  
12-22 Linenhall Street  
BELFAST BT2 8BS  
Tel: 028 9032 1313

Western Health and  
Social Services Board  
Gransha Park  
Mooney Road  
LONDONDERRY BT47 1TG  
Tel: 028 7186 0086

### **HEALTH AND SOCIAL SERVICES COUNCILS**

Northern Health and  
Social Services Council  
8 Broadway Avenue  
BALLYMENA BT43 7AA  
Tel: 028 2565 5777

Southern Health and  
Social Services Council  
Quaker Buildings  
High Street  
LURGAN BT66 8BB  
Tel: 028 3834 9900

Eastern Health and  
Social Services Council  
19 Bedford Street  
BELFAST BT2 7EJ  
Tel: 028 9032 1230

Western Health and  
Social Services Council  
"Hilltop"  
Tyrone and Fermanagh Hospital  
OMAGH BT79 0NS  
Tel: 028 8225 2555

### **OTHERS**

Central Services Agency  
25 Adelaide Street  
BELFAST BT2 8FH  
Tel: 028 9032 4431

Northern Ireland Commissioner  
for Complaints  
Progressive House  
33 Wellington Place  
BELFAST BT1 6HN  
Tel: 028 9023 3821

Registrar General  
The General Register Office  
Oxford House  
49-55 Chichester Street  
BELFAST BT1 4HL  
Tel: 028 9025 2000