



Practice Complaints Procedure

A Patient Information Leaflet

Listening

Responding

Improving

Practice complaints procedure

As a private clinic we strive to provide the best possible service for our patients. However, we recognise that sometimes you may feel that we have not met your needs.

If you have any complaint or concern about the service you have received from the consultants or staff working at this centre you are entitled to ask for an explanation.

We operate an in-house complaints procedure to deal with your complaint. This procedure does not deal with matters of legal liability or compensation.

Our promise to you

We will

Listen to your complaint or concern

Respond by establishing a clear, appropriate plan of action, and provide you with relevant support and advice

Improve the service however we can

How to make your complaint

We hope that we can resolve your problem easily and promptly, often at the time the problem arises and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a complaint we would like you to do so as soon as possible. This will enable us to establish what happened more easily.

Please make your complaint in writing to Caren Hodgson, Practice Manager. If you would like assistance with making your complaint a member of staff will be able to help you complete a Complaint Form.

Please be assured that any complaint you make written or verbal will be treated in strict confidence and have no effect upon the level of treatment and care that you receive at the practice.

If you would prefer a family member, friend or advocate to make the complaint on your behalf, they may do so and the clinic will work with them and yourself to resolve the problem. However whilst we can receive a complaint on your behalf we cannot provide any medical information to a third party without your authority. To discuss or provide confidential information we would require a note signed and dated by you. A member of our staff would be happy to assist you with this.

What happens next

Your complaint will be acknowledged within two working days of receiving it. This may well be a phone call from our practice manager to you (or your advocate) to make sure we fully understand your complaint.

We aim to make a full response to you within the next ten days. During that time the clinic will conduct an investigation to find out what has happened and whether there is any action that can be taken to put things right. If at the end of those ten days we are still conducting our investigations we will notify you of the position and keep you fully informed until our investigations have been concluded

As a result of the practice investigation we will:

- Make sure you receive an apology
- Find out what has happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Keep you informed of our progress
- Identify what we can do to make sure that problem does not happen again

Getting further help with your complaint

We hope that through our practice complaints procedure we can resolve your problem satisfactorily. We believe that this will give us the best chance to put the matter right with you and the opportunity to improve our services for all our patients.

However, if you feel that your complaint is not being dealt with in a satisfactory manner you may contact:

Independent Healthcare Advisory Service on 020 7379 8598
Care Quality Commission on 03000616161

Suggestion Box

If you have any suggestions or ideas to help improve the service we offer please complete a suggestion form and place it in the box in the waiting room.

Thank-you