

providing comments
or making complaints

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Customer care

At The London Clinic we dedicate our skills, energies and resources to providing you with individual and sensitive care in a safe, comfortable and well-equipped environment. We are a registered charity and our financial surplus is reinvested for your benefit.

We want you to be totally satisfied with the level of care and facilities at The London Clinic during your stay with us. We welcome all comments and are constantly seeking ways to improve the quality of care and services we provide to our patients.

We are committed to developing medical, nursing and support services in line with the latest professional standards and clinical governance requirements. We have been awarded Investors in People (IIP) in recognition of our commitment to our staff.

Your views

We value your opinions and seek to obtain your views in a number of ways. Your comments and complaints give us an opportunity to feedback to our staff and make customer focused changes to processes and procedures, ultimately resulting in improved service and better patient care.

We commission a survey of patient satisfaction that is carried out by an independent third party and when you leave the Clinic you will receive a patient questionnaire which we hope you will complete and return.

We also understand that there may be occasions when you wish to formally comment on or complain about an aspect of care you have received at The London Clinic. All comments and complaints are investigated thoroughly and confidentially, and are resolved as quickly as possible.

The complaints process

The London Clinic complaints process follows the Code of Practice agreed with the Independent Healthcare Advisory Services (IHAS), the representative body for independent hospitals. A full copy of the IHAS Code of Practice can be obtained by writing to the IHAS at the address detailed in stage three of the complaints process.

If you are an NHS patient, your NHS referrer will be advised of your complaint.

This leaflet takes you through the three stages to our complaints process.

Stage one

If you want to make a comment or complaint, raise the issue either verbally or in writing with the member of staff who has been looking after you. Alternatively, if you prefer, ask to speak to the manager of the relevant department or the Clinical Governance Manager. Ideally, you should make comments (particularly complaints) as soon as possible after the event has occurred so that we have the opportunity to rectify the problem immediately.

If the matter cannot be resolved at the time, you can expect:

- A written acknowledgement of your complaint within two working days of receipt, unless a full reply can be sent within five working days.

- A detailed written response within 20 working days of receipt.
- To be notified of any delays with reasons if it is not possible to respond within 20 working days. In this situation, we will regularly update you on progress.

If your concerns are not resolved to your satisfaction then please write to the Corporate Services Director at the address below, who will investigate your complaint and respond directly to you. Depending on circumstance, you may receive a telephone call and/or the offer of a meeting to discuss your complaint.

Mr AP Barker
Corporate Services Director
The London Clinic
20 Devonshire Place
London
W1G 6BW

Stage two

If you are not satisfied with the response from the Corporate Services Director and feel that your concerns have not been fully dealt with then please write to the Chairman of the Board of Trustees of The London Clinic at the address below. The Chairman will then carry out an objective and impartial review of your complaint.

Mr MD Abrahams CBE DL
Chairman of the Board of Trustees
Trustees of the London Clinic Limited
20 Devonshire Place
London
W1G 6BW

Please ensure that you provide copies of any relevant documentation.

Again, you can expect:

- A written acknowledgement of your complaint within two working days of receipt.
- A detailed written response within 20 working days of receipt.
- To be notified of any delays with reasons if it is not possible to respond within 20 working days.

Stage three

If you are dissatisfied with the outcome of the review by the Chairman of the Board of Trustees, you may refer your complaint to the IHAS for an independent external review.

You must contact The London Clinic within 25 working days of receiving your final reply from the Chairman of the Board of Trustees at Stage two if you wish to register your request for an independent external review. You should then write directly to the IHF at the address below:

Independent Healthcare Advisory Services
Centrepont
103 New Oxford Street
London
WC1A 1DU

Telephone: 020 7379 7721

The IHAS will provide you with further details of this stage of the complaints process. It is important that you read carefully the details provided before deciding whether or not to proceed. It may be necessary to take independent legal advice before you make your decision to proceed.

Once you have confirmed that you wish to proceed, the IHAS will make the necessary arrangements. You can expect:

- An independent external adjudicator to review your case.
- The adjudicator to decide whether to review your complaint on the basis of documentation alone or to set up a panel hearing.
- To be kept informed of the timing of events by the adjudicator.
- To be notified of the final decision in writing with reasons.

Please note that the adjudicator's decision is final and binding but does not affect your right to take legal action.

Healthcare Commission

The London Clinic is registered under the Care Standards Act 2000 with the Healthcare Commission (HCC) who regulate independent healthcare establishments. If you wish, you may complain directly to the HCC although the Commission may decide that the complaint should initially be considered at a local level and may therefore return it to The London Clinic for action.

A copy of the Commission's most recent inspection report on The London Clinic is available on request from the HCC or from the office of The London Clinic's Chief Executive. A copy may be viewed or downloaded from the HCC website at www.healthcarecommission.org.uk

The Healthcare Commission can be contacted at:

Healthcare Commission
Finsbury Tower
103-105 Bunhill Row
London EC1Y 8TG

Tel: 020 7448 9200

Our Mission:

Operating as an independent, charitable hospital we dedicate our skills, energies and resources to be the hospital of first choice for patients, specialists and staff.

Fully committed to clinical excellence, we aim to exceed our patients' expectations by embracing the very best aspects of traditional patient care, delivered by highly trained staff adopting best clinical practice and using the latest medical technology.

The London Clinic
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