



Giving Feedback

Listening... Acting... Improving

A Guide for Patients



Comments, Concerns, Complaints

At our Hospitals/Clinics, our aim is to provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families.

Despite our stringent efforts to ensure that every patient has a positive experience, there will be occasions when patients or visitors may be unhappy with some aspect of their care or the environment.

This leaflet explains how we will deal with any concerns or complaints you may wish to raise.

In the first instance, if you are unhappy with any aspect of your care, however small, please speak to any member of staff and we will endeavour to put things right straightaway.

If this cannot be done or you remain dissatisfied, either the Hospital Director/Clinic Manager will be happy to speak or meet with you to resolve your concerns. Any member of staff can make contact with them or, in their absence, an alternative member of the Senior Management Team.

There may be occasions when you wish to express your concerns/complaints in writing.

Written complaints should be directed to:

Hospital Director/Clinic Manager

(see back page for address)

Your letter will be acknowledged in writing within two working days of receipt and an investigation will begin into your complaint.

All complaints are taken seriously and are handled openly and honestly in a bid to be fair to all concerned and to conclude matters to the satisfaction of all parties as soon as possible.

You will receive our response within 20 working days. If our investigations take longer, we will keep you informed. We always try to learn from a complaint and, if appropriate, will adjust our working practices to avoid similar complaints arising.

If you are not satisfied with our response, you may take this up with the Hospital Director/Clinic Manager, who will either try further to explain our response or, in some circumstances, will arrange an appointment for you to meet with those involved in your care in an attempt to reach a satisfactory conclusion.

It is always our intention to resolve complaints but, if you remain dissatisfied, then

you may write to the Chief Executive Officer of Aspen Healthcare, our Hospital/Clinics parent Company:-

The Chief Executive
Aspen Healthcare UK Limited
Centurion House (3rd Floor), 37 Jewry Street, London EC3N 2ER

The paragraphs above outline our local hospital process for responding to concerns and complaints. The paragraphs below outline the process to follow if, having exhausted the process above, you continue to remain dissatisfied with the way in which the Hospital/Clinic and/or Company have handled your concerns/complaint.

If you are a private/self-pay/insured patient

If you remain dissatisfied having exhausted the Aspen local complaints procedure you may request an independent external review at the completion of Stage Two. The procedure is for you to write to the ISCAS Secretariat to request Stage Three at:

The Secretariat of the Independent Sector Complaints Adjudication Service
70 Fleet Street, London EC4Y 1EU
Tel: 020 7536 6091 Email: info@iscas.org.uk
Website: www.iscas.org.uk

You will need to clarify in writing which aspects of your complaint you wish to refer for adjudication and give your consent to the ISCAS process and the release of any relevant case records.

This must be done within 6 months of receipt of the letter from the Chief Executive. Requests for independent external adjudication may be allowed by ISCAS outside of this timeframe but only in exceptional circumstances.

Receipt of your request will be acknowledged within two working days by ISCAS. The assigned adjudicator will be entirely independent of our Hospitals and Clinics and will provide a full adjudication decision within 20 working days or send a letter to you explaining the reason for any delay to the response.

It is important that you understand the binding nature of the adjudication process:-

- The finality of the decision by the adjudicator.
- Any decision and/or goodwill gesture awarded by the adjudicator brings the complaint process to a close.

- The adjudicators decision is binding on Aspen Hospitals/Clinics.

Where any aspect of your complaint might give rise to a clinical negligence claim, your right to seek independent legal advice remains.

If you are a patient receiving their care as an NHS patient

If the NHS has funded your care at an Aspen Hospital/Clinic, it is responsible for the quality of this care. So, if you are not happy about the care and treatment you have received, you may make a complaint to either ourselves as outlined above, or to your local Clinical Commissioning Group. We will work together to resolve your complaint. The Hospital/Clinic will provide the relevant address on request.

Once you have exhausted the Hospital/Clinic(s) local process and you continue to remain dissatisfied with how your concern/complaint has been handled, you are entitled to raise your concerns with the Health Service Ombudsman who can be contacted in the following ways:

- Visiting - www.ombudsman.org.uk
- Telephoning the complaints helpline on 03450 154 033 (Monday to Friday 8-30am to 5-30pm)
- Emailing - phso.enquiries@ombudsman.org.uk
- Faxing - 03000 614 000
- Writing to:

**The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London SW1P 4QP**

The Hospital is also regulated by the Care Quality Commission which monitors the Hospital's compliance with the Health and Social Care Act 2008. The Commission can be contacted via their website at www.cqc.org.uk or at:

**The Care Quality Commission
Citygate, Gallowgate
Newcastle upon Tyne NE1 4PA**

We hope that you find this leaflet helpful. Should you have any questions or comments in relation to how your concern/complaint is dealt with, then please do not hesitate to contact the Hospital Director/Clinic Manager of the facility in which you were treated.

NB - Although you can advise the CQC about your concerns/complaints, please note that the CQC do not investigate individual complaints.



Cancer Centre London
49 Parkside
Wimbledon, London SW19 5NB
T: 020 8247 3351
info@cancercentrelondon.co.uk



The Chelmsford
Fenton House, 85-89 New London Road
Chelmsford, Essex CM2 0PP
T: 01245 253760
info@thechelmsford.co.uk



Claremont Private Hospital
401 Sandygate Road
Sheffield S10 5UB
T: 0114 263 0330
info@claremont-hospital.co.uk



Highgate Private Hospital
17-19 View Road
Highgate, London N6 4DJ
T: 020 8341 4182
enquiries@highgatehospital.co.uk



The Holly Private Hospital
High Road
Buckhurst Hill, Essex IG9 5HX
T: 020 8505 3311
info@theholly.com



Specialists in complete eye care

Midland Eye
50 Lode Lane
Solihull, West Midlands B91 2AW
T: 0121 711 2020
info@midlandeye.com



Parkside Hospital
53 Parkside
Wimbledon, London SW19 5NX
T: 020 8971 8000
info@parkside-hospital.co.uk