



### STILL UNHAPPY?

We have a formal staged procedure for dealing with complaints. Our intention is that matters are resolved to your satisfaction by the Divisional Director of Nursing. However, if you are not satisfied, you are invited to write to the Director of Private Patient Services providing details of the aspects of your complaint that remain unresolved. The address is shown below. The Director of Private Patient Services will consider your complaint and review the way in which it has been handled and respond to you, where possible, within 25 working days of receiving your written complaint.

T: +44 (0)20 7317 7751  
F: +44 (0)20 7830 2089  
E: [rf.privateenquiries@nhs.net](mailto:rf.privateenquiries@nhs.net)  
W: [www.royalfreeprivatepatients.com](http://www.royalfreeprivatepatients.com)  
A: Royal Free London, Private Patients Unit,  
Pond Street, London NW3 2QG

### CARE QUALITY COMMISSION

Furthermore, you may at any time raise any concerns about the standard of care with the regulatory body with which the Private Patients Unit is registered, the Care Quality Commission in England. The CQC will not investigate individual complaints however they do want to hear from people who experience or know about poor care.

#### Contact details:

Phone: 03000 61 61 61,  
[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk), or our online form.

**Your feedback  
and comments  
are important to us**

# Your feedback and comments



Our aim in the Private Patients Unit and the Lyndhurst Consulting rooms is to provide the highest quality care and services.

We are keen to hear your views about your care, our services and any improvements you feel you would like to see.

Best wishes

Fran Campion-Smith  
*PPU Director*



## COMMENTS AND SUGGESTIONS

If you have any comments or suggestions about your care or our services please speak with a member of our staff or alternatively please send your comments to:

**Giovanna Amata**

Private Patients Unit, Royal Free Hospital  
Pond Street, London NW3 2QG  
or email: giovanna.amata@nhs.net

## CAN I COMPLAIN?

Yes you can complain if you are (or have been) a patient using our Private Patient inpatient and outpatient services.

Our promise to you:

- We will listen to every complaint
- We will be open, honest and thorough in any investigation
- We will respond promptly

- We will deal with everyone fairly and objectively
- We will seek to resolve any issues amicably
- We will use the experience to improve our services and standards.

## TALK TO A MEMBER OF STAFF

The first stage of our complaints process is that we encourage you to speak to a member of staff; they may be able to resolve your concern immediately. It is best, however, to discuss problems about your clinical care with the doctors or nurses looking after you.

## TALK TO A MANAGER

If you still feel there is a problem, you may like to speak to the manager in charge. Please do ask a member of staff to assist you with contacting the right person.

## AFTER YOU LEAVE THE HOSPITAL

If you would like to make a comment or complaint after you have left the hospital, please write as soon as possible, but no longer than six months of the complaint event. Address your correspondence to the Private Patients Unit Divisional Director of Nursing who will then ensure that the most appropriate action is taken. We aim to provide a full response within 25 working days of receiving any written complaint.

You may be invited to speak to the Private Patient's Divisional Director of Nursing on the phone, or if you prefer, a face-to-face appointment can be made for you.

When writing your complaint, please include the following:

- Your name and address
- The name and address of the patient (if different)
- Date of birth
- Hospital number (if known)
- Written consent from the patient if you are complaining on their behalf
- A full description of all issues about which you wish to complain, including relevant dates and times.

This information will enable us to investigate your complaint quickly and effectively.

Please send your comments to: **Giovanna Amata, Private Patients Unit, Royal Free Hospital, Pond Street, London NW3 2QG** or email: **giovanna.amata@nhs.net**