

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 eager to hear your views regarding your care, our services and any improvements you feel you would like to see.

Best wishes,

Professor George Hamilton
Clinical Director, Private Patients Unit



CAN I COMPLAIN OR RAISE A CONCERN?

Yes, you can raise a complaint or concern if you are (or have been) an inpatient or outpatient using our Private Patients Unit 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 to encourage you to speak to a member of staff as they may be able to resolve your concern immediately. It is best to discuss concerns regarding your clinical care with the nurse looking after you.

TALK TO A MANAGER

If you still feel there is a problem, you may like to speak to the nurse in charge. If your concern is unresolved a member of staff will assist you in contacting the complaints manager.

AFTER YOU LEAVE THE HOSPITAL

If you would like to raise a complaint or concern after you leave the hospital please write or email as soon as possible but no longer than six months of the complaint event.

If it has not been possible to discuss with a staff member or you are unhappy with the outcome, a complaint can be raised by emailing rf.ppu-complaints@nhs.net

When writing your complaint please include the following:

- Your name and address.
- The name and address of the patient (if different).
- Patient's date of birth.
- Patient's hospital number (if known).

- Complainant's contact details including telephone and email address.
- 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.

THE FORMAL COMPLAINT PROCESS CONSISTS OF THREE STAGES:

1. Local resolution - your complaint will be assigned to an investigating officer from within the Private Patients Unit who will carry out a thorough investigation. You will be advised of the outcome within 20 working days.

2. Internal appeal - If you are not satisfied with the outcome/response to your complaint you can request to speak to the Director of Nursing (PPU) or if you prefer, a face to face appointment can be made for you.

3. Independent Healthcare Sector Complaints Adjudication Service (ISCAS)

- if you are dissatisfied with the internal appeal outcome you have the right to refer the matter to ISCAS within six months of the final decision of the hospital's internal review. ISCAS will then raise the complaint with the hospital within 10 working days of receipt.

You can contact ISCAS in writing to:

Independent Sector Complaints
Adjudication Service Ltd
70 Fleet Street,
London,
EC4Y 1EU

www.iscas.org.uk