

Making a complaint or suggestion

What you tell us matters. At Cambridge Heart Clinic our aim is to give you the best possible experience whilst you undergo your diagnosis and/or treatment.

Our staff are committed to providing you with the highest level of service and care in a way that meets your individual needs. To this end, we regularly review our services to see where and how we can make improvements.

Your feedback makes a vital contribution to these improvements. If you have any suggestions or complaints, this leaflet tells you how to make them and what action we will take.

Suggestion

We have a suggestion cards and post boxes located at both our front reception desk for the use of outpatients and the nurses station for patients having a cath lab procedure.

Alternatively, please email your suggestion to suggestion@cambridgeheartclinic.co.uk

Making a Complaint

We take all complaints from patients and relatives/carers extremely seriously and we try to make it as easy as possible for people to complain without feeling awkward or embarrassed.

Logging a complaint on the day

You should feel free to speak to any member of staff if you have a concern, or wish to register a complaint, so that it can be resolved there and then or as soon as possible. If you wish to speak to the hospital duty manager or a consultant to discuss your concerns, this can be arranged. If your complaint cannot be resolved immediately, we will follow our written complaints procedure and provide a written response to your complaint.

Equality

Peninsula Heart Clinic is committed to equality and will not discriminate.

No patient, or any other person involved in the investigation or resolution of a complaint, will receive discrimination on the grounds of age, race, ethnic or national origin, religious and political beliefs, gender, gender reassignment, marital status, sexual orientation, disability or trade union membership.

A full copy of our Complaints Policy and Procedure can be obtained on request from the Patient Experience Team.

At any stage during the complaints process you can request a meeting with the clinic General Manager to discuss the status of your complaint and to ensure you properly understand our response to your complaint.

All complaints are recorded and reviewed in line with our Complaints Policy and Procedure.

NHS Patients

Stage One

If you prefer to make your complaint in writing, please do so as soon as possible. This will make it easier for you to recall facts clearly and help us address the situation. Please make your complaint to: Registered Manager, c/o The Patient Experience Team, Cambridge Heart Clinic, Mailbox 263, Addenbrooke's Hospital, Hills Road, Cambridge CB2 0QQ.

The General Manager:

- Will ensure that your complaint is acknowledged within three working days
- Will ensure that a thorough investigation is undertaken using the guidelines set out in our complaints Policy and Procedure
- Send a full written response within a timeframe agreed with you, based on the circumstances of your complaint
- Will ensure that, if a longer period is needed for investigations, this is communicated with you giving the reasons why and a probable indication of the length of the delay

Stage Two

Our Patient Experience Team will do their best to resolve your complaint locally. However if you feel that your complaint has not been satisfactorily resolved and all options of resolution exhausted you may ask the Ombudsman to review the handling of your complaint. You can contact the Ombudsman at:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP or you can e-mail: phso.enquiries@ombudsman.org.uk

Complaints from relatives or friends

Any complaint made by a patient's relative/friend will be treated in the same way as a complaint by the patient, providing we have the patient's written consent to respond to another person.

Private Patients

Stage One

If you prefer to make your complaint in writing, please do so as soon as possible. This will make it easier for you to recall facts clearly and help us address the situation. Please make your complaint to: Registered Manager, c/o The Patient Experience Team, Cambridge Heart Clinic, Mailbox 263, Addenbrooke's Hospital, Hills Road, Cambridge CB2 0QQ.

The General Manager:

- Will acknowledge your complaint within two working days, or where possible, provide a full response within five working days
- Undertake a thorough investigation using the guidelines set out in our complaints Policy and Procedure
- Send a full written response within 20 working days
- Agree with you if a longer period is needed for investigation, and give you the reasons why and a probable indication of the length of the delay

Stage Two

Our Patient Experience Team will do their best to resolve your complaint locally. However if you feel that your complaint has not been satisfactorily resolved and all options of resolution exhausted you may write to our Head of Risk and Assurance, at our Head Office. We ask that in your letter you summarise your dissatisfaction with the clinics' initial response.

The address of our Head Office is Regent's Park Heart Clinics Ltd., 28-29 Downton Business Centre, Batten Road, Downton, Wiltshire SP5 3HU.

Stage Three

Any private patient who is still unhappy with the response following stage two, can raise their concerns with the Independent Sector Complaints Adjudication Service (ISCAS).

Please address your concerns to: Independent External Adjudication Secretariat, Association of Independent Healthcare Organisations (AIHO), 1 King Street, London EC2V 8AU

Tel: 020 3713 1740 Email: info@AIHO.org.uk