



Park Private Clinic

Your Private GP Medical Service

Private GP | Travel Clinic | Corporate Healthcare | Sexual Health | Aesthetics | Health Screening

Practice Complaints Procedure

We always try to give the best service possible, but there may be times when you feel that this has not happened. This leaflet explains what will happen if you have a complaint about the service we provide for you.

We hope that most problems can be sorted out quickly and easily, often at the time when they arise and with the person concerned. If the problem cannot be sorted out in this way and you wish to make a complaint we would like you to let us know as soon as possible, ideally within a matter of days or at the most a few weeks, as this will enable us to establish what happened more easily.

The Complaints Procedure

If you wish to make a complaint do one of the following:

Telephone: 0115 8967878

Write: 16 Regent Street, Nottingham NG1 5BQ

Internet: www.parkprivateclinic.co.uk

E-mail: info@parkprivateclinic.co.uk

OR Make an appointment to see our practice manager Dr Anib Rehman, to speak to him to discuss your concerns.

Dr Rehman will explain the complaints procedure to you and will make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Confidentiality

We have to respect the rules of medical confidentiality and a patient's written consent will be necessary if a complaint is not made by the patient in person.

We also ask you to complete the relevant forms below to ensure that confidentiality is maintained.

Acknowledgment

Upon receipt of your complaint we shall send you an acknowledgment letter within two working days together with the following documentation:

- Patient Complaint Leaflet
- Complaints Monitoring Form
- Acknowledgment Checklist

Please complete the Complaints Monitoring Form and return it together with the Acknowledgment Checklist as soon as possible. As soon as we receive the completed forms we shall be able to investigate your complaint fully.

Once the investigation is complete you will receive a letter detailing our findings, and you will be invited to attend a meeting to discuss the matter fully. You may bring a friend or relative with you to the meeting.

We hope that if you have a problem, you will use our practice complaints procedure as we believe this will give us the best chance of putting right whatever has gone wrong. However, this does not affect your right to complain to the appropriate authority if you feel that you cannot raise your complaint with us or you are dissatisfied with the result of the investigation.

In this instance you should contact:

The Independent Doctors Federation at the following address:

IDF Administration
18 Horn Lane
Woodford Green
Essex
IG8 9AA

Further information about the IDF process can be accessed via the following link:
<http://www.independenthealthcare.org.uk/index.php?/complaints-information-for-patients.html>

You can also write to the Health Service Ombudsman at:

Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

You can also contact the Care Quality Commission to review your complaint. The commission is independent of the PPC. They can be contacted on 03000 616161 or by email at enquiries@cqc.org.uk. You can also write to them at: -

CQC National Correspondence
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
Website Address – <http://www.cqc.org.uk>