

Share Your Views

A guide to giving us your views about
your hospital experience



Bupa Cromwell Hospital



If you wish to provide feedback about any aspect of your experience at Bupa Cromwell Hospital, this guide will help you.

You are very welcome to approach a member of staff or Department Manager, who will endeavour to address and resolve any concerns you may have.

Alternatively, you may wish to speak to the Complaints Manager, Lindsay Street. A member of staff will assist in contacting her for you. If you would like to speak to her directly please telephone **020 7460 5737**, or if you are an in-patient, dial **5737**. The office is open from 10am – 6pm, Monday to Friday.

If you have concerns outside of these hours, at weekends or Bank Holidays, the Senior Nurse on duty may be contacted via the hospital switchboard, on **020 7460 2000**. If you are an in-patient please dial **0** and ask the operator for assistance.

If you wish to write, please address your letter to:

Mrs Lindsay Street
Complaints and Claims Manager
Bupa Cromwell Hospital
Cromwell Road
London
SW5 0TU

Alternatively, you can email:

lindsay.street@cromwellhospital.com

You will receive an acknowledgement, either by telephone or letter, within **two working days**.

If you raise issues that require investigation, we will reply to you within **20 working days of the acknowledgement**.

If we need more time we will keep you informed every **20 working days**, pending a conclusion being reached.

The hospital's Complaints Policy and Procedure is available on request, from any Department Manager.

If, at the end of the hospital complaints process you remain dissatisfied by the hospital's handling of the complaint, or the response given, you may wish to contact, the Independent Healthcare Advisory Service (IHAS) who provide an adjudication service.

This is separate from the Healthcare Commission which helps to improve the quality of people's health and the healthcare they receive.

For more information visit the IHAS website at www.independenthealthcare.org.uk or call 020 7379 8598.

We aim to provide the highest standards of care and service to our patients, and regard your opinions and comments as extremely valuable, as they assist us in identifying areas of success and opportunities for improvement. To help us measure patient satisfaction we would be grateful if you could complete the freepost questionnaire that will be made available to you, either during your stay or sent to you when you have gone home.

An independent organisation who abide by the Market Research Society's Code of Conduct will undertake the analysis of your feedback. Your comments will be used for statistical purposes only and no personal information released to any third party.

Overall results will be anonymised and aggregated and made available on the hospital website.

Thank you for helping us to improve the quality of our service.

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