



STATEMENT OF PURPOSE

Aims and Objectives

Bupa Cromwell Hospital is committed to providing the most effective and highest quality healthcare for our patients. We do this through investment in state of the art equipment, highly trained clinical and support service staff; leading consultants and doctors recognised for excellence in their specialised fields.

Name and Address

Name: Bupa Cromwell Hospital
Registered Manager: Julie Gore - Assistant Chief Nurse
Address: Cromwell Road, London, SW5 0TU
Telephone: +44 (0) 20 7460 2000
Facsimile: +44 (0) 20 7835 2444
Email: info@cromwellhospital.com
Website: www.cromwellhospital.com

Number of Permanent Staff

Nursing	194	Clinical	86
Support Services	214	Finance	27

Organisational Structure

Details of the Executive Committee, Clinical Directors and Programme Managers can be found on the hospital website and in the hospital Consultant Directory which is available from the Marketing Department. Clinical Department Managers are also listed in the hospital Consultant directory.

Treatment and Services provided

The hospital has an exceptional range of leading edge diagnostic equipment and provides services across more than 70 different specialities. Our core services include: Oncology, Surgery, Critical Care, Diagnostic and Imaging and Family Services, including a Paediatric Intensive Care Unit. Full details of our services can be found on our website or in the Consultant Directory which is available to patients and doctors upon request via the Marketing Department on 020 7460 5900 or info@cromwellhospital.com

Staff Qualifications

All hospital employees have the appropriate qualifications and experience to undertake the work for which they are employed. All Healthcare Professionals are registered with and regulated by the appropriate governing body, such as the Nursing and Midwifery Council (NMC), the GMC and the Royal Pharmaceutical Society of Great Britain.



Patient Information

All patient information is available in detail on the hospital's website. Alternatively, patients can contact the Marketing Department for further information on 020 7460 5900. A full list of services, consultant clinics and contact details can be found in the hospital's Consultant Directory.

Contact between inpatients and relatives / friends

Visits to inpatients are accepted at most times and details of the arrangements can be found in the Inpatient Guide booklet and on our website. All bedrooms have a telephone, there is an 'Email an Inpatient' service via the Bupa Cromwell Hospital website and Wi-Fi vouchers are available to purchase to remain in contact via the internet.

Complaints

All complaints are dealt with within the hospital's Complaints Policy. In the first instance the complaint should be directed to the manager in charge of the relevant Department. If the complaint is not resolved to the satisfaction of the patient they may contact the: Complaints Department, Bupa Cromwell Hospital, Cromwell Road, London SW5 0TU. Telephone 020 7460 5737.

Bupa Cromwell Hospital aims to deal with complaints in an open and courteous manner, quickly and efficiently, and to the fullest possible satisfaction of the customer. Written complaints are acknowledged within two working days of receipt, by telephone or in writing, whichever is appropriate. The hospital aims to provide a full response within twenty working days of receipt of the complaint. If this is not possible, the complainant is notified in writing, explaining the reason.

If at the end of the hospital complaints process the patient remains dissatisfied by the handling of the complaint, or the response given, they may contact:

Independent Healthcare Advisory Service (IHAS)
103 New Oxford Street
London
WC1A 1DU

info@independenthealthcare.org.uk
020 7379 8598

Privacy

Patient's privacy and dignity will be respected at all times. The hospital's ethos is to understand and consider the diversity of our patients, their cultures, customs and religions. The Patient Relations Department helps with any special requests or concerns that patients have, telephone 020 7460 5735, fax 020 7835 2413 or email: patient.relations@cromwellhospital.com.