

Your Feedback Matters To Us

We are here to listen.





Your Feedback Matters To Us

At the heart of Cleveland Clinic London is our “Patients First” philosophy. We have a dedicated Patient Experience team who supports the creation of an environment that delivers world-class clinical care.

Patient first is...

- **Safe Care.**
- **High Value Care.**
- **High Quality Care.**
- **Patient Satisfaction.**

We strive to provide outstanding and compassionate care and quality service, which addresses every aspect of our patient’s encounters with our caregivers, including physical comfort, as well as emotional, educational and spiritual needs every step of the way.

We continually gather feedback and look for ways to enhance our patient experience and the care we deliver.

Whether you are a patient or a visitor to Cleveland Clinic London, we would like to ensure every experience is a positive one, and we would be grateful if you could provide us with your feedback. If we have not met your expectations, we would also like to hear from you so that we can understand how to improve our service.

Patient Experience Questionnaire and Your Views

We always appreciate feedback and would be grateful if you could take the time to complete the patient experience survey which will be provided to you. If you would like assistance with filling the questionnaire in please let us know. If you prefer, you can write to us and let us know your views by emailing us at patientexperienceCCL@ccf.org or by addressing your letter to:

Patient Experience Manager
Cleveland Clinic London, 40 Grosvenor Place, London, SW1X 7AW

Making a complaint

If you or a family member have a concern, this should be raised directly with the caregiver caring for you. Our caregivers may need to escalate the feedback to a senior colleague on duty and/or our Patient Experience Manager for further intervention or support. All comments and complaints are investigated thoroughly and are confidential.

How do I make a written complaint?

In the event you wish to make a written complaint, please write to us directly no later than six months



after the incident occurred. If your concern took place more than six months after you raised it, we may not be able to fully assist you with your complaint.

All complaints are investigated thoroughly and are confidential. Your letter should include a summary of your complaint and both where and when the events took place.

During the investigation of your complaint a senior manager or our Patient Experience Manager will speak with you about your complaint or offer to meet to resolve your complaint. All meetings will be followed up in writing by Cleveland Clinic London.

If a relative or friend wishes to raise a complaint on your behalf, we will require written consent from you before we can discuss information related to your care. This is to ensure your confidentiality is protected. Cleveland Clinic London will also share a summary of the complaint with you as it is important for you to understand the contents of the complaint being raised.

When you make a complaint Cleveland Clinic will share your complaint with the relevant caregiver and/or your consultant to help us investigate your feedback and provide you with a response. If you do not wish for us to contact the relevant caregiver or consultant, please let us know although, this will limit our investigation on your behalf.

Cleveland Clinic is a member of ISCAS (Independent Sector Complaints Adjudication Service) and follows its three-stage complaint process. A full copy of the ISCAS code of practice can be found at [iscas.org.uk](https://www.iscas.org.uk).

Stage 1 – Local resolution

The Patient Experience Manager may call if appropriate on receipt of the complaint and will send an acknowledgment letter within two working days. A full response will be sent within 20 working days, but it can sometimes take time to establish the facts and circumstances. If a response is likely to take longer, the Patient Experience Manager will advise you of this, and a holding letter will be sent informing you an additional 10 working days is needed to complete the investigation. The Director of Quality, Safety & Patient Experience will respond to the complaint within 20 working days. A face-to-face meeting will be offered to discuss your complaint.

If you would like to speak directly with our Patient Experience Team please email patientexperienceCCL@ccf.org.

Stage 2 – Internal review

If you remain concerned with our response at Stage 1, you are entitled to have your complaint reviewed at Stage 2. In order to conduct a Stage 2 review, you should write to the Cleveland Clinic London President within six months of the date of our final Stage 1 letter outlining your concerns regarding our response.



The President will carry out an objective and impartial review of your Stage 1 complaint.

Please write to:

The President
Cleveland Clinic London, 40 Grosvenor Place, London, SW1X 7AW

Once your complaint is received, you will receive a written acknowledgment within two working days of receipt.

- A written response following the Stage 1 review will be provided to you within 20 working days of receipt.
- If we cannot provide you with a full response within 20 working days, we will write to you notifying you of any delays. In this situation, we will regularly update you on the progress of your complaint.

Stage 3 – Independent external adjudication

If you are dissatisfied with the outcome of the review at Stage 2, you may refer your complaint to ISCAS for an independent external review.

You must contact ISCAS in writing within six months of receiving your final reply from the Chief Executive Officer at Stage 2 if you wish to register your request for an independent external review at the address below:

Independent Sector Complaints Adjudication Service, CEDR, 3RD Floor, 100 St Paul's Churchyard, London, EC4M 8BU, [+44 \(0\)20 7536 6091](tel:+442075366091)

ISCAS will provide you with further details of this stage of the complaint process. It is important that you read the details provided carefully before deciding whether or not to proceed.

It may be necessary to take independent legal advice before you make a decision to proceed.

Once you have confirmed that you wish to proceed, ISCAS will make the necessary arrangements. You can then expect:

- An independent external adjudicator to review your case.
- To be kept informed of the timing of events by the adjudicator.
- To be notified of the final decision in writing with explanations.

Please note that the adjudicator's decision is final and binding but does not affect your right to take legal action.