

### If you want to write to us

The Clinic Manager is responsible for the day-to-day running of the clinic and is in the best position to investigate any complaint thoroughly and promptly. You or your representative (with your consent), can make a complaint by writing to Jacqui McElhinney, Clinic Manager, Clatterbridge Private Clinic, Clatterbridge Road, Bebington, Wirral, CH63 4JY

We commit to:

- Handle complaints sensitively and in complete confidence
- Investigate impartially
- Offer a clear and full explanation

### Getting back to you

We will acknowledge your communication within 48 hours of receiving the complaint. An investigation will be undertaken and you will receive a reply within 20 working days. If the investigation is still on-going after 20 days we will write to explain the delay. In very complex cases, which may take more time, we will send you regular progress reports. We may suggest meeting you to talk through your issues and attempt to resolve them.

### If you are unhappy with our response

We hope that you are happy with the way we have handled your complaint. If this is not the case, you can take your complaint to:

Independent Sector Complaints  
Adjudication Service  
70 Fleet Street,  
London,  
EC4Y 1EU



### The Care Quality Commission

The Clatterbridge Private Clinic is regulated by the Care Quality Commission (CQC), the independent regulator of all health and social care services in England. Our provider number is 1-591968389.

The CQC can be contacted at:

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA



03000 616161 / enquiries@cqc.org.uk

Clatterbridge Road | Bebington | Wirral | CH63 4JY

[clatterbridgeprivate.co.uk](http://clatterbridgeprivate.co.uk)  
+44(0)151 556 5391



# Patient Charter

## Welcome to the Clatterbridge Private Clinic

Your wellbeing is our primary concern right throughout your visit, and we will do everything we can to help you feel as comfortable and relaxed as possible. To help lessen any anxiety, and to give you an increased level of confidence during your treatment time here, it's important that you know what you can expect, what we ask of you, and if you're not happy, how you can make a complaint.

We are committed to maintaining the highest standards in all aspects of care so when patients and visitors offer praise or criticism we listen carefully.

## What you can expect from us:

### Medical Care and Treatment. You'll receive:

- Appropriate and timely care that's in your best interest
- Care delivered in a clean and safe environment
- Personalised, considerate and respectful medical attention that acknowledges your spiritual beliefs
- The right to be fully involved in the planning of your treatment with your family and carers
- Support to maintain the maximum possible level of independence, choice and control
- The right to request a second opinion within or outside the clinic without fear of compromise to your care

### Information

- You should receive information about hospital services and if necessary, the financial implications of the services
- You have the right to be informed of your medical conditions; any confirmed diagnosis, plan of care and expected, and unexpected, outcomes of treatment and care
- You should receive information about your medical condition in a language that you understand and the clinic will also inform you about who will be involved in your care delivery

### Consent

- You are entitled to participate in decisions about medical investigations and any treatments you will receive. You have the right to refuse or discontinue your treatment at any time
- You will always be asked to give your consent before any of these investigations or treatments are carried out

### Confidentiality

- Your doctor, staff and everyone else working for the Clatterbridge Private Clinic have a legal duty to maintain the highest level of confidentiality about your patient information
- In some instances, you may be receiving care from another health care provider, and as a result, we may need to share some of your information with them, so that we can all work together for your benefit
- Anyone who receives your confidential information from us is also under a legal duty of confidence. Unless there are exceptional circumstances, for example, when the health or safety of others is at risk, we will not disclose your information to third parties without your permission
- We will only give your relatives, friends and carers information if you want us to
- In certain circumstances we are required by law to report information to the appropriate authorities. This information is only provided after formal authority has been given by a qualified health professional
- Patients will have their privacy and modesty respected. Modesty comprises of a set of culturally or religiously determined values that relate to the presentation of yourself to others
- Care must actively promote privacy and dignity in order to maintain confidence and positive self-esteem. You will have the right to a chaperone for any intimate procedures and a choice as to who is present during examinations and treatment

### Safety & Security

- You have the right to access care in a safe and secure environment free from any type of discrimination on the basis of age, race, gender, marital status, religious beliefs, sexual orientation, disability or family status

### Duty of Candour

- We have a duty to be honest and open
- We have a responsibility to ensure that we deliver a heart felt apology when we have clearly made a mistake
- If you are admitted as an inpatient during your treatment, we will continue to treat you under Clatterbridge Private Clinic. Should you wish to be treated by the NHS in this instance, please inform us as soon as possible.

## ***This is our pledge to you***

## What we ask of you:

- Participate as much as possible in decisions regarding your care to ensure a patient led treatment plan
- To provide us with accurate and complete information about any previous medical history, medications and other facts that may affect your healthcare. The more information we have, the better we will be able to assess and treat your condition
- Have consideration for your fellow patients, their families and clinic staff
- Let us know if you do not understand any aspect of the information we give you
- We are always happy to answer any questions you may have regarding your care
- Provide us with accurate and up-to-date health insurance information
- Where possible, please try to keep your appointment or give reasonable notice if you need to cancel and re-schedule

### Give us feedback

Here at The Clatterbridge Private Clinic, we are committed to maintaining the highest standards in all aspects of care. We listen carefully to what you have to say, your opinions and comments are very important to us. We review all the feedback we receive and use that information to ensure that we maintain the high standards to which we aspire.

Please make use of the feedback forms around the clinic. We are always interested in;

- What we have done well
- Where we could improve
- Would you recommend us to your family and friends?

The Clinic would also welcome your feedback in our end of treatment patient satisfaction survey.

### If you want to complain

If you are unhappy with any aspect of our facilities or service, we want to know about it. We will investigate the situation so that we can explain, apologise and take positive action as appropriate. If you tell us as soon as the problem arises, it can often be sorted out without delay. In many cases, we would hope that the person looking after you should be able to resolve your query. Otherwise, the Clinic Manager or a senior member of staff will be happy to assist.