



Complaints Procedure

Being Open (Duty of Candour).

The Spencer Private Hospitals endorse the principles of Being Open to help foster an open, honest and fair safety culture. Promoting a culture of openness is a prerequisite to improving patient safety and the quality of our healthcare systems. It involves explaining and apologising for what happened to patients who have been harmed or involved in an incident as a result of their healthcare treatment. It ensures communication is open, honest and occurs as soon as possible following an incident. It encompasses communication between healthcare organisations, healthcare teams and patients and/or their carer.

How to Complain or Raise a Concern

At The Spencer Private Hospitals, we are committed to maintaining the highest standards in all aspects of care. If you are a patient, visitor, member of the public and are unhappy with the facilities or services provided by the Hospital, then we want to know about it as soon as possible. Normally, complaints should be made within 6 months of the event concerned, or within 6 months of becoming aware of the matter which is the subject of your complaint.

All complaints are reviewed and the information used to improve services and facilities.

We have formal arrangements in place to investigate and respond to complaints and concerns which is outlined as follows:

Most concerns can be rectified promptly if they are raised at the time. Please speak to the senior member of staff on duty in the ward or department concerned, or ask to speak to our Duty Manager and we will do our best to deal with it at the time.

Step 1 Written Complaints

If you wish to make a written complaint, please write to our Hospital Director, Lynn Orrin at:

Spencer Private Hospitals
Ramsgate Road
Margate CT9 4BG

Alternatively, you can contact us via our website www.spencerhospitals.com

Following receipt of your complaint, an acknowledgement letter will be sent to you with an estimated date in which we aim to complete the investigation. This is usually within 20 working days, but in the case of very complicated complaints the investigation can take a little longer. You will be kept informed on the progress of the investigation.

Once the investigation is completed, a detailed written response of our findings will be sent to you by the Hospital Director.

Step 2 Board Director Review

If you are not satisfied with the Hospital Director's response, you can write to the Chief Executive Officer (CEO), Geoff Bailey. All aspects of the complaint, investigation and response will then be reviewed by the CEO or in her absence, a nominated Board Director, who will respond to you within a further 20 working days.

If you are still not satisfied with the outcome, there a number of different actions you can take. This will depend on how your care is funded.

Step 3 External Adjudication

If you are a privately funded patient, you have the right to take the matter to external adjudication. This process is run by the Independent Sector Complaints Adjudication Service, CEDR, 3rd Floor, 100 St Paul's Churchyard, London, EC4M 8BU. Telephone 020 7536 6091 - Mon to Fri, 9am to 5pm, email: info@iscas.org.uk

ISCAS will only become involved once your complaint has been through stages 1 and 2 of the Spencer Hospital's internal complaints procedure.

If you are an NHS funded patient, you may contact the local Clinical Commissioning Group, who can be contacted by Telephone on NEL Commissioning Support Unit Customer Services Team: Telephone: 03000 424244, email: NELCSU.Secomplaints@nhs.net

Other adjudication services are available from The Health Service Ombudsman www.ombudsman.org.uk Telephone: 03450154033.