

Giving Feedback and How to Complain

Patients are at the heart of London Gynaecology and we take the views and opinions of our patients seriously, while promoting listening at every opportunity. This enables us to ensure that we are providing the best care possible.

Whether it is good or bad feedback, constructive criticism, a concern or a complaint, every patient has the right to express their views and we encourage this across our practices.

Feedback is regularly shared with the wider team and celebrated as well as informing the development of our service.

How to leave feedback:

Patients have the opportunity to leave feedback online on our website, across our external review platforms, Trustpilot, Google and Doctify, in addition to the Care Quality Commission (CQC) or via email and within our clinics.

To learn more about how to share feedback with us, please visit:

www.london-gynaecology.com/patient-feedback

How to complain

Our ethos is to give expert advice and care and to always be accessible at the entire stage of the patient pathway. We are committed to ensuring that our service matches the needs of our patients.

Should we fail to achieve the high levels of service, we are committed to listening carefully and responding to complaints while acknowledging any mistakes and rectifying them so that we can make the necessary improvements to our service. You are able to share a complaint or concerns with us easily and quickly by doing so below

Any complaints/concerns that are raised at the point of service, our team will do their very best to resolve as soon as possible

Write to us by emailing feedback@london-gynaecology.com

To find out more about our complaints process, please visit our website:

<https://www.london-gynaecology.com/how-to-complain>

All patients will be treated fairly and will receive the appropriate support throughout the entire complaints process. You should not fear making a complaint due to any concerns about being treated unfairly. It is important to know that we encourage all types of feedback and we actively demonstrate a commitment to ensure that our organisation learns lessons from complaints, which are used to improve our services.

Our full complaints policy is made available to patients, their affected relative or a representative when they first raise concerns about any aspect of the service they have received.

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London Gynaecology is a first class private gynaecology practice, led by a team of leading consultant gynaecologists. London Gynaecology offers daily services across London.

Practising at the following locations:

— THE PORTLAND HOSPITAL

212 Great Portland Street
London W1W 5QN

— CITY OF LONDON

15 Austin Friars
London EC2N 2HE

To book an appointment please contact:

020 7101 1700 (24hrs)

contact@london-gynaecology.com

For further information about our other services please visit:

www.london-gynaecology.com

www.london-colposcopy.com

www.london-fibroids.com

www.london-earlypregnancy.com

www.london-fertility.com

www.london-menopause.com

www.london-womenscancer.com