

OUR ASSURANCE TO YOU

It is important to Blossoms Healthcare that we learn from each and every comment or complaint that we receive in order to help you and future patients.

- We assure you that all comments and complaints received will be taken seriously and fully investigated in a confidential and timely manner.
- Dealing with comments and complaints forms one part of an overall objective to pursue continuous improvement and quality at Blossoms Healthcare.

Any comments or suggestions about Blossoms Healthcare and our clinicians can be shared via our Patient Survey, which is emailed to patients after each consultation. More details on how to make comments, suggestions and complaints are outlined in the Patients' Guide.

**BLOSSOMS
HEALTHCARE**

part of **HCA Healthcare UK**

COMPLAINTS GUIDE

**21 Garlick Hill
London
EC4V 2AU**

Telephone: 020 7489 1136

Fax: 020 7332 6234

enquiries@blossomshealthcare.co.uk

www.blossomshealthcare.co.uk

OUR PROMISE TO PATIENTS

Blossoms Healthcare is committed to delivering the highest quality service possible and endeavours to provide you with exceptional care at all times. However, there may be times when your expectations are not met and you are not satisfied with the service you have received.

Our complaints procedure ensures that we respond to your concerns considerately, quickly and as effectively as possible. All comments and complaints are taken seriously, regardless of their nature.

This guide outlines our patient complaints procedure and gives you advice about how to get a satisfactory response to your concerns.

Should you require any further information or guidance and support in using this Guide, then please do not hesitate to ask a member of staff.

VERBAL COMPLAINTS

Every effort will be made to resolve your complaint immediately whilst you are still on the premises. However, if your concerns are not resolved to your satisfaction then help and guidance will be given on making a written complaint.

Should you wish to contact us after your visit to one of our clinics, please contact: the **Practice Manager** to discuss your complaint or concerns on **020 1489 1136**.

WRITTEN COMPLAINTS

All written complaints should be addressed to the **Practice Manager at enquiries@blossomshealthcare.co.uk** or addressed to: **Blossoms Healthcare, The Practice Manager, 21 Garlick Hill, London, EC4V 2AU.**

The letter should include:

- Who or what has caused you concern.
- Where and when the event took place.
- What action, if any, has already been taken.
- What result you want from your complaint.

We will then acknowledge receipt of your letter within 2 working days, unless a full reply can be sent and the complaint resolved within 5 working days.

We will fully investigate the complaint and will write to you with the outcome within 20 working days. If the investigation is still in progress, a letter explaining the reason for the delay. A full response will then be sent within 5 days of a conclusion being reached.

If you are still unhappy about the outcome of your complaint, then you can request an independent investigation by the **Care Quality Commission**, who can be contacted in writing at the following address:

Care Quality Commission
Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4WH
Tel: 0300 061 6161
Fax: 0300 061 6171
www.cqc.org.uk