

We aim to provide the highest standards of care and service to our patients, and regard your opinions and comments as extremely valuable as they help us to identify areas of success and opportunities for improvement. To help us measure our level of achievement we would be grateful if you could complete the FREEPOST Questionnaire that will be made available to you either during your stay or sent to you when you have gone home.

Your answers will be analysed by an external organisation. Your rights to anonymity are fully covered under the Data Protection Act 1998, and no personal information will be released to any other party. Results of these surveys will be made available on the Hospital's website.

Thank you for helping us to improve the quality of our service

Hospital Contact Information

Cromwell Hospital

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Web site: www.cromwellhospital.com



**CROMWELL
HOSPITAL**

Share Your Views

*A guide to giving us your views
about your Hospital experience*

Committed to Excellence



If you wish to give us feedback about any aspect of your experience at the Cromwell Hospital, this guide will help you.

You are very welcome to approach a member of staff or Department Manager, who will endeavour to address and resolve any concerns you may have.

Alternatively, you may wish to speak to one of the Complaints Team. A member of staff will assist in contacting them for you. If you would like to speak to them directly please telephone **020 7460 5937**, or if you are an inpatient, dial **5937**. The office is open from 09.00 – 17.30 hrs, Monday to Friday.

If you have concerns outside of these hours, at weekends or Bank Holidays, the Senior Nurse on duty may be contacted via the Hospital switchboard, on **020 7460 2000**. If you are an inpatient please dial **0** and ask the operator for assistance.

If you wish to write to us, please address your letter to:

**Mrs Lindsay Street
Complaints & Claims Manager
Cromwell Hospital
Cromwell Road
London SW5 0TU or**

lindsay.street@cromwellhospital.com

You will receive an acknowledgement, either by telephone or letter, within **2 working days**.

If you raise an issue that requires investigation, we will reply to you within **20 working days of the acknowledgement**. If we need more time we will keep you informed every **20 working days**, pending a conclusion being reached.

The Hospital's Complaints Policy and Procedure is available on request, from any Department Manager.

If at any time you are dissatisfied by the Hospital's handling of the complaint, or the response given, you may wish to contact:

**Healthcare Commission
Finsbury Tower
103-105 Bunhill Row
London EC1Y 8TG
Tel: 020 7448 9200**