



Statement of Purpose

Aims and Objectives

To make people better in a safe and caring environment, with state of the art equipment, highly trained staff and London's leading doctors.

Name and Address

Name:	Cromwell Hospital
Registered Manager:	Miss B.T-McKay, RN Matron
Address:	Cromwell Road, London SW5 0TU
Telephone:	+44 (0) 20 7460 2000
Fax:	+44 (0) 20 7835 2444
Email:	info@cromwellhospital.com
Website:	www.cromwellhospital.com

Number of staff

Nursing – 233	Admin – 147
Clinical – 134	Finance – 22

Organisational structure

Details of the Hospital's Executive Committee and Departmental Managers, can be found on the Hospital's website, www.cromwellhospital.com. Managers of the clinical departments are also shown in the Hospital's Consultant Directory.

Treatment and services provided

The Hospital has an exceptional range of diagnostic equipment and provides services across more than 70 different specialities. Full details of these can be found on the website at www.cromwellhospital.com and in the Consultant Directory, which is available to patients and doctors from the Marketing Department, telephone 020 7460 5900.

Staff qualifications

All Hospital employees have the appropriate qualifications and experience to undertake the work for which they are employed. All Healthcare Professionals are registered with and regulated by the appropriate governing body, such as the Nursing and Midwifery Council (NMC) the GMC and the Royal Pharmaceutical Society of Great Britain.

Patient Information

For patients requiring more information about the services of the Hospital, information is available through the National Marketing Department, telephone 020 7460 5900. Additional information can be obtained from the relevant Departmental Manager, details of which can be found in the Consultant Directory (available from the National Marketing Department), or on the Hospital website.

Contact between inpatients and relatives / friends

Visits to inpatients are accepted at most times and details of the arrangements can be found in the patient's Welcome Booklet. All bedrooms have a telephone and there is an 'Email an Inpatient' service via the Cromwell Hospital website.

Complaints

All complaints are dealt with within the Hospital's Complaints Policy. In the first instance the complaint should be directed to the manager in charge of the relevant Department. If the complaint is not resolved to your satisfaction, you should contact the:

Complaints Department, Cromwell Hospital, Cromwell Road, London SW5 0TU.
Telephone 020 7460 5737.

Cromwell Hospital aims to deal with complaints in an open and courteous manner, quickly and efficiently, and to the fullest possible satisfaction of the customer.

Written complaints are acknowledged within two working days of receipt, by telephone or in writing, whichever is appropriate. The Hospital aims to provide a full response within fifteen working days of receipt of the complaint. If this is not possible, the complainant is notified in writing, explaining the reason.

If you are not satisfied with the outcome of Hospital's handling of the complaint, your complaint can be lodged with:

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

Privacy

Patient's privacy and dignity will be respected at all times. The Hospital goes to great lengths to understand that our patients have different cultures and religions. There is a Patient Relations Department to help with any special requests or concerns that patients have, telephone 020 7460 5735, fax 020 7835 2413 or email: patient.relations@cromwellhospital.com.