

How to Raise a Concern or Complaint

Your feedback helps us to keep improving the care we provide and help you feel better.

We want to hear from you

At Doctor Now and The Beaconsfield Clinic we aim to provide the highest standard of care. If something has not gone as well as it should, please tell us. We take every comment, concern and complaint seriously, we treat them confidentially, and we use what you tell us to improve. You will never be treated differently for raising a concern. Initially where a concern is raised, it will first be addressed informally and as promptly as possible before progressing to the next stages of the complaint's procedure.

How to contact us

In person Speak to any member of our team	By phone Call Doctor Now and ask to speak to a manager	By email info@doctornow.org	In writing Doctor Now & The Beaconsfield Clinic Little Hall Barn, Windsor End, Beaconsfield, Buckinghamshire, HP9 2JW
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How we will handle it

STAGE 1 Investigation We will acknowledge your complaint in writing within 3 working days. The Head of Clinical Governance will investigate and send you a full written response within 20 working days. Most complaints are resolved at this stage.	STAGE 2 Senior review If you are not satisfied, you can ask us to review it. A senior manager who was not involved in Stage 1 will look at it again, meet with you if helpful, and send you a written response. You must request Stage 2 within 6 months of our Stage 1 reply.	STAGE 3 Independent review — ISCAS If you are still not satisfied, you can ask for an independent review by the Independent Sector Complaints Adjudication Service (ISCAS). ISCAS is fully independent of us. You must contact them within 6 months of our Stage 2 reply.
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What we will always do <ul style="list-style-type: none">Listen carefully and treat you with respect.Keep your information confidential and secure.Investigate thoroughly and fairly.Apologise and explain where things have gone wrong.Tell you what we have learned and what we will change.Support you if you need extra help (for example, translation, large print).Never disadvantage you for raising a concern.	A few things to know <ul style="list-style-type: none">If someone is raising a concern on your behalf, we will ask for your written consent.We aim to complete each stage within 3 months. Complex investigations may take longer — we will keep you updated at least every 20 working days.Accepting a goodwill offer does not stop you contacting a regulator.You also have the right to contact the Care Quality Commission (CQC), or, for concerns about an individual clinician, the General Medical Council (GMC) or Nursing and Midwifery Council (NMC).
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Independent Sector Complaints Adjudication Service (ISCAS)
100 St. Paul's Churchyard, London EC4M 8BU | info@iscas.org.uk | www.iscas.cedr.com

Contact us: Liz Rosies, Head of Clinical Governance — liz.rosies@doctornow.org

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