



## Patient Guide



**At One Heart Clinic we want to provide you with specialised care, centred around you, delivered by expert clinicians working together for you and your heart.**

### **Accessing our services**

One Heart Clinic is committed to ensuring that people with disability, their families and carers are not discriminated against in any way and that they have access to the full range of services, facilities, and information. Please let a member of the team know if you require any assistance accessing our services.

### **Hearing loop**

A hearing loop is available to support our patients and visitors, please ask a member of the team upon arrival or let us know in advance via [enquiries@oneheartclinic.com](mailto:enquiries@oneheartclinic.com).

### **Interpretation services**

One Heart Clinic can support our patients who require an interpreter during their appointments. We are supported by language line. Please speak to a member of the team if you require this service and we will be happy to arrange it.

### **Chaperone**

One Heart Clinic can support our patients who require a chaperone. If you would like a chaperone during your appointment, we would be happy to provide one. Please speak to a member of the team.

## Paying for your care

### Self-pay

You can pay for your care yourself. The starting point for most patients is a consultation with one of our specialist Cardiologists. Our bookings teams will be able to provide you with further details including indications of further costs. Please contact the team via [enquiries@oneheartclinic.com](mailto:enquiries@oneheartclinic.com) or **0203 983 8001**.

### Insurance

The majority of services at One Heart Clinic will be covered by most health insurers, but you should check your policy and contact your insurer to confirm eligibility before booking an appointment.

Your insurer may have limits or an excess on your policy, they will be able to provide details of this in your documentation or if you contact them directly. Please note, anything your insurance does not cover is your responsibility.

## Tell us about our services

One Heart Clinic is committed to providing a high-quality service and care to our patients. We value the feedback we receive and welcome the opportunity to enhance and improve the quality of the service we provide. If you wish to raise a concern, make a complaint, or provide any other feedback please contact us via [enquiries@oneheartclinic.com](mailto:enquiries@oneheartclinic.com) speak to a member of the team or telephone **0203 983 8001**.

### Compliments

If you would like to compliment us about any aspect of the care, treatment, and service you received, please let us know and we will share this with the relevant team/individual. You can tell us this verbally, in writing, via email or phone using the contact details which can be found above.

### Concerns

Please raise a concern if there is an occasion where One Heart Clinic may not have met your expectations and you want to highlight this to us, but do not need to raise a formal complaint. To express a concern please speak to a member of staff.

This could be a member of the team providing your care or you can raise this with our reception team who will take your concerns forward. You can also raise a concern once you have left using the contact details above.

## Complaints

All information you provide to us will be handled confidentially, involving only those who need to know and following all relevant data protection requirements. One Heart Clinic follows the ISCAS Code of Practice for Complaints Management three stage complaint process as follows:

### Making a Complaint (Stage 1)

A complaint can be made in writing or by email. Your complaint should be made as soon as possible after the event and must be made to us within 12 months of the event or discovering that you have cause to complain. The contact details for you to make your complaint are:

#### Christine Sawyer

##### One Heart Clinic

68 Harley Street, London.  
W1G 7HE

Email address: [enquiries@oneheartclinic.com](mailto:enquiries@oneheartclinic.com)

Main reception phone: **0203 983 8001**

When we receive your complaint, the following steps will be taken: The Registered Manager or an appropriate member of the team will telephone you to talk through the issues you have raised.

A written acknowledgement of your complaint will be sent to you within 3 working days of receipt of the complaint and providing a date when you can expect a written response.

One Heart Clinic will provide the written response to your complaint within 20 working days from the date we receive it. We will notify you of any unexpected delays.

If you are making a complaint on behalf of someone else, we will require a consent form to be completed so that we have permission to share confidential details with the complainant rather than the patient.

## Escalation of your Complaint (Stage 2)

If you are dissatisfied with our investigation findings and/or how we handled your complaint at stage 1, you can escalate your complaint to stage 2. The stage 2 process is an internal review of the original complaint and will be investigated by someone not previously involved.

You will need to escalate to stage 2 within six months of the stage 1 complaint response, providing details of the issues that are unresolved. As with stage 1 the acknowledgement will be within 3 working days and the response 20 working days. A meeting (in person or via phone or other media) can be arranged if that is something you would like to happen.



## External Adjudication of Complaint (Stage 3)

After receiving the stage 2 response, if you remain dissatisfied, you do have the right to approach the Independent Healthcare Sector Complaints Adjudication Service (ISCAS) as per the Stage 3 complaints process. ISCAS can be contacted in the following ways:

Email ISCAS: [info@iscas.org.uk](mailto:info@iscas.org.uk).

Call ISCAS: 020 7536 6091 to leave a message and ISCAS will return your call during office hours, Monday to Friday 9:00am – 5:00pm.

Write to ISCAS: 3rd Floor 100 St. Paul's Churchyard London, EC4M 8BU.

Further information, including the stage 3 external adjudication process can be found on the ISCAS website.

