



LONDON CITY
Healthcare

Patient Guide

Introduction

London City Healthcare are committed to delivering safe, high quality, cost-effective healthcare. We will do our best to ensure the time you spend in our clinics is as comfortable as possible and to provide you the highest standards of personal and professional care.

Our services

London City Healthcare offer a private primary care service to assist with symptoms advice, diagnosis and treatment support.

It is important to note that our service is not intended to be a replacement for your own NHS GP and you should always maintain a relationship with an NHS doctor.

We encourage all patients, subject to your explicit consent, to share the results of any consultations or tests with your NHS doctor.

All our services are provided on a consultation basis, with a 15 minute consultation attracting professional fees of £75.

Additional fees apply for vaccinations and blood tests and a full price list is available on our website at

www.londoncityhealthcare.com or from our reception team.

Please note, we do not offer an acute or emergency service and if you are in need of medical assistance outside our practising hours, you should call NHS Direct on 111 for advice, or 999 in an emergency.

Our complaints procedure has two stages and involves the following people within our business:

1. Local Resolution – at this level, your complaint will be handled by the clinic's senior management team
2. Appeal – your complaint will be the responsibility of a nominated member of our executive management team, who will review the circumstances and detail of your concerns, before offering a full and detailed response.

Can I make a verbal complaint?

Yes, we welcome feedback about our business, whatever form it takes. If you do raise a concern verbally with any of our team, we'd greatly appreciate if you were able to make a note of when you raised the concern and with whom.

Our clinic manager will always attempt to resolve any complaint or concern immediately. If for any reason this is not possible, the complaint will be further investigated by a senior manager. We will complete any investigations within 5 working days, although if for any clinical reason it may take longer, we will always let you know.

How do I make a written complaint?

It is often helpful to commit all formal complaints to writing. If your complaint is about a clinician, please address the concerns to the Clinic Manager at the premises you attended, including:

- Who or what has caused your concerns
- Where and when the events took place
- What action, if any, you have already taken

