

MR DAVID CHEUNG

Consultant Ophthalmic and Oculoplastic Surgeon

Website: www.mrdavidcheung.com

Private Patients: West Midlands Hospital, Halesowen / The Priory Hospital, Birmingham / The Edgbaston Hospital, Birmingham / The Westbourne Centre, Birmingham / The Edgbaston Eye Consultants, Birmingham

PA Liz Carter Tel: 01384 632636 / Email: pa@mrdavidcheung.com

COMPLAINTS POLICY – PATIENT GUIDE

Mr David Cheung committed to improving services by listening to you. I treat many patients each year and my aim is to offer a caring and efficient service to all my patients and visitors. I welcome and value your comments, suggestions, concerns and complaints as they help us to continuously improve the quality of the service we provide. Letting me know what you think will not affect your care in any way.

I make every effort to offer the best patient care I can. However there may be times when your expectations are not met. On such occasions my aim is to give a full and prompt response to any complaint made.

The best and quickest way of getting something sorted out is to raise it at the time, or if not possible as soon as possible, with a member of staff preferably the manager or secretary verbally or by emailing: pa@mrdavidcheung.com

Please make sure your email title says 'COMPLAINT'.

Once you have made a complaint we will acknowledge safe receipt as soon as possible and within three working days. If you have not received an acknowledgment by then, please do call so that we can work together to make sure your complaint arrives safely.

Once I receive your complaint I will keep the correspondence on a confidential file separate from your medical records. I will review your medical and any other relevant records, carry out any investigations that may be necessary. If I need any clarification or information from you then we will endeavour to seek it as soon as possible. Wherever possible I will respond substantively to your complaint within 14 calendar days of the complaint. If for any reason it is not possible to respond within that timeframe, then within that 14 days I will write to you with an update and to provide an estimated date for the response.

If you have a complaint about aspects of your care that I were not responsible for, then it may be necessary for you to raise those with another entity, such as a private hospital, as I will not be able to respond to complaints on their behalf. If it seems that any aspect of your complaint should be redirected to someone else to consider, we will let you know as soon as practicable.

You can ask a friend or family member to make the complaint on your behalf. You will need to sign an authority, which will allow us to speak to them and respond to them as we value your rights of confidentiality.

We do wish to point out that if you state that it is your intention to seek legal advice we will continue to deal with your complaint. If however you have made a legal claim and that includes presenting the basis of a claim pre-issue any part of your complaint that relates to the claim will not be considered. Any remaining part of your complaint will proceed.

My aim is to work with you until you are satisfied that we have answered your complaint fully and honestly.