

The London Vein Institute Patient Guide

Summary of the Statement of Purpose

We aim to provide the highest standard of patient services based on a clinic wide commitment to total quality care. Through good management, the dedication of our staff and the provision of excellent facilities we continue to uphold the tradition and reputation for which our Clinic has operated since 1989.

The London Vein Institute is a distinguished group of consultant vascular surgeons who specialise in vein treatments. We have a particular interest in venous problems and offer private treatment for all vein problems including varicose veins, thread veins and facial veins.

The consultants are UK accredited specialists based at NHS and private hospitals, using modern methods of diagnosis and management of vein disorders. Our modern surgical and non surgical techniques produce beneficial cosmetic results. In many parts of the UK the NHS regards varicose veins as a minor concern and treatment is given low priority - or not offered at all. Thread veins on the face and legs are regarded as a cosmetic problem, and in general treatment is not available on the NHS.

Services and Facilities

- Varicose Vein treatment (Sclerotherapy, microsclrotherapy, foam sclerotherapy)
- Consultation on venous and lymphatic disease
- Bariatric Surgeons Consultancy
- Cosmetic Surgeons Consultancy

Consultation Procedure

Prior to any treatment the Consultant will provide a full consultation with the client. The consultation will identify the expectations of the patient and provide a complete explanation of the treatment provided. Any questions the patient has will be addressed and a medical history will be taken to identify any possible problems or contraindications. A full explanation of the possible risks and side effects will be discussed and written informed consent will be obtained from the patient. The patient will be able to take away an information leaflet with a contact telephone number for further questions that will outline the treatment and details covered during the consultation. The consultation will also identify the necessary parameters for treatment on a particular patient. A comprehensive record of the consultation and any future treatments will be stored in a secure filing cabinet.

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Standard Forms of Contract

All treatments will only be carried out after a detailed prior consultation between the patient and the Consultant. Standard forms of contract (consent forms) for treatment will be used when required.

Review of Quality of Treatment

Direct Feedback

Patients are encouraged to make comments and suggestions about the London Vein Institute, its services and facilities, in order that changes/and or improvements can be made that result in a higher quality service to our patients

Comments and suggestions may be made both on a voluntary basis or specifically requested by London Vein Institute Clinic staff via the completion of a Patient Questionnaire prior to leaving the clinic.

Annual Survey

Each year The London Vein institute will undertake a survey of patients attending the facility. The results of the survey will be sent to the Care Quality Commission, made available to our staff and also published on our website.

The survey will be similar to those undertaken by many NHS trust and will measure the effectiveness of our clinic services delivery in meeting patients' expectations. The results will also include any formal complaints received and recorded.

The London Vein Institute will utilise the results of the survey to help focus its efforts in continually improving our 'patient focused' service and patient satisfaction levels.

Complaints

At the London Vein Institute, we aim to provide an excellent level of service and care to our patients, however there may be the rare occasions when patients feel that we did not meet their expectations. The complaints procedure is as follows and conforms to the General Medical Council and Care Quality Commission regulations.

All patients are encouraged to give their views on the service provided to them, both positive and negative. All complaints are to be written in letter format, via post.

We will ensure that all complainants receive a written acknowledgement within five working days of receipt of their complaint (unless a full reply can be sent within ten working days). A full response will be made within 28 working days of receipt of the complaint, or where the
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investigation is still in process, a letter explaining the reason for the delay will be sent to the complainant and a full response made within five days of a conclusion being reached.

At all stages of the complaints procedure we will endeavor to ensure that the complainant receives written confirmation of the stages of investigation and action taken. The London Vein Institute will log, monitor and respond to all formal complaints and co-operate fully with our regulators, the Care Quality Commission, should they request information or investigate any complaint.

A complainant who remains dissatisfied with a complaint investigation and its findings can proceed to the next stage in the LVI Complaints Procedure by referring their complaint to the Independent Doctors Federation (IDF). The LVI is a member of IDF and as such are able to access their complaint resolution services.

Contact details **Telephone:02036964080**
Email: info@idf.uk.net
Address: 3rd Floor
218 Strand
London
WC2R 1AT

The London Vein Institute is registered with the Care Quality Commission. Any complaints, comments or suggestions about the treatment provided can be passed on to them directly at:

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161

Email: enquiries@cqc.org.uk
www.cqc.org.uk

The London Vein Institute, 4 Upper Wimple Street, London W1G 6LF

Telephone: 0207 224 2630: Fax 0207 224 2930

Email: info@london-vein-institute.com

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