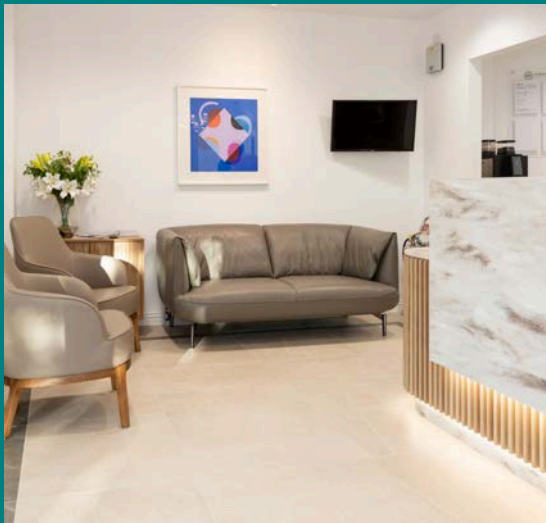


Further Information

Please see our Patient Feedback, Concerns & Complaints Policy for further information on how we can support you in bringing to our attention any concerns, and what your options are if we are unable to resolve matters to your satisfaction.

If you require any of this information in a different format, please let us know.



As an ethical company we strive to offer the highest professional standards and we want you to be delighted with your care.

If this is not the case, please give us the opportunity to help you.

Get in touch with our Hospital Director:

Shawn Warren-Willcox
info@nbph.co.uk
01179 114 000

or in writing to

Hospital Director
North Bristol Private Hospital
150 Aztec West
Bristol
BS32 4UB



Our Complaints Process

Welcome

At North Bristol Private Hospital, we are committed to providing the highest standard of care and service.

Our experienced management team is here to ensure your journey with us is safe, respectful, and centred around your needs.

We understand that sometimes things may not go as expected, and we welcome all feedback – including complaints – as an opportunity to improve. Please rest assured that your concerns will be treated seriously, confidentially, and with compassion by our leadership team.



Shawn Warren-Willcox

*Hospital Director
CQC Registered Manager*



Justin Escott

Theatre Manager



Elena Prousskaia

Medical Director

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at North Bristol Private Hospital.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints.

Alternatively, ask to speak to the Hospital Director, Shawn Warren-Willcox.



Investigating Complaints

North Bristol Private Hospital will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third-party complaints

North Bristol Private Hospital allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

North Bristol Private Hospital will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our Patient Feedback, Concerns & Complaints Policy.