

# Patient Guide



Regulated by



Wren   
Healthcare

**WREN HEALTHCARE LIMITED** is registered with the Care Quality Commission to provide the following regulated activities:

- Treatment of disease, disorder or injury
- Diagnostic & screening procedures

**Disability Statement:**

We provide clinical services in the patients' home or workplace.

**Children:**

We do not provide services to children under the age of 18.

**Consultations & Confidentiality:**

Consultations are conducted in private and all information given during consultations remains confidential.

**Annual Survey of Patients:**

We conduct an annual assessment of the views of our patients in order to inform and improve our service delivery. A summary of the results of this will be available on request.

**Access to Health Records:**

You have the right to access your records in accordance with the Access to Health Records Act. Please ask for details.

**Chaperones:**

You may have a chaperone present during any consultation, assessment, treatments or review appointment. If you wish to bring a chaperone, please let us know when booking your appointment.

**Contract Details:**

We do not use a formal contract for services. Clients may make appointments on an ongoing basis or in some circumstance packages for treatment may be agreed, this would be confirmed in writing prior to commencement of treatment.

WREN HEALTHCARE LIMITED consists of dedicated and professional employees. We strive to be acknowledged by our clients, suppliers and regulators as the leaders in our sector.

This will be achieved by ensuring that we recruit and train highly professional staff whose ambitions are to exceed client expectations.

**Our Aim:**

- To both motivate and invest in our team and acknowledge their value.
- To encourage all the team members to participate in achieving our aims and objectives.
- To clearly set and monitor targets in all areas.

**Our Objectives:**

- To be accountable for individual and team performance.
- To support for each other in achieving patient expectations.
- Maintenance of the highest professional and ethical standards
- Rapidly respond to the needs of team

To encourage innovation, enterprise and continuous improvement.

## **Comments, Suggestions & Complaints:**

Should you have any comments, suggestions or complaints please raise these initially with practitioner.

If not satisfied you may put your comments, suggestions or complaints in writing to the Registered Person (Iain Campbell) at the address below:

### **WREN HEALTHCARE LIMITED**

**Discovery Park, Innovation House**

**Innovation Way, Discovery Park Sandwich, CT13 9FD**

Written complaints will be acknowledged within 2 working days and we aim to give a formal response to complaints within 20 working days.

You may also make comments or suggestions about this guide to the above address.

The Care Quality Commission has no statutory powers to investigate any complaints that patients or other members of the public make about independent healthcare services, nor do they have a regulatory role to manage, arbitrate or resolve their complaints, concerns or allegations. However, they will take account of all information that they receive from the public about registered independent providers, or about unregistered providers that they consider should be registered. If they suspect that the provider has committed an offence under the Act or a breach under the regulations, they are required to take action to bring about improvement.

### **Care Quality Commission**

**Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA**

**Tel: 03000 616161 | Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**

A copy of our latest Care Quality Commission report and complaints policy is available on request.

Issued: 15 April 2020 Review: 16 April 2022 Ver: 2.18

# Contact Us



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