



Coastal Cardiology – Complaints Procedure

Effective Date: 31 October 2025

Last Updated: 31 October 2025

At Coastal Cardiology, we are committed to providing the highest standards of clinical care and patient service.

We recognise that, despite our best efforts, there may be occasions when you are not fully satisfied with an aspect of your care.

We welcome all feedback — both positive and negative — as it helps us to continually improve the services we offer.

1. How to Raise a Concern or Make a Complaint

If you are unhappy with any aspect of your experience, please let us know as soon as possible so that we can try to resolve the matter promptly and fairly.

You can contact us by email at:
info@coastalcardiology.co.uk

Please include your full name, the date of your appointment, and a brief summary of your concern.

We aim to acknowledge receipt of your complaint within three working days.

2. How We Will Handle Your Complaint

- Your complaint will be handled in confidence and treated seriously.
- The matter will be reviewed by Dr Chris Critoph, Consultant Cardiologist and Clinical Lead at Coastal Cardiology.
- We will investigate the issues you have raised and, where necessary, speak with the staff or hospital teams involved.
- You will receive a written response outlining our findings and any steps we have taken or propose to take as a result.
- We aim to provide a full written response within 20 working days of acknowledgement.
If the investigation takes longer, we will update you on progress and provide an expected timescale for completion.

3. If You Are Not Satisfied with the Outcome

If you feel that your complaint has not been resolved satisfactorily, you have the right to take your concerns further.

Depending on where your consultation or procedure took place, you may wish to raise your complaint with the hospital or clinic directly:

- Nuffield Health Hospital Bournemouth – www.nuffieldhealth.com
- Dorset Heart Clinic (Bournemouth Hospital) – www.dorsetheartclinic.co.uk

If the issue remains unresolved after this stage, you may refer your complaint to one of the following independent bodies:

a. Private Healthcare Mediation Service (PHMS)

The Private Healthcare Mediation Service offers impartial mediation and resolution for complaints that cannot be settled directly with a provider.

Website: www.phms.uk

b. General Medical Council (GMC)

If your concern relates to a doctor's professional conduct, fitness to practise, or clinical competence, you can contact the General Medical Council.

Website: www.gmc-uk.org

Phone: 0161 923 6602

4. Learning from Complaints and Patient Feedback

We review all complaints and patient feedback regularly to identify patterns or areas for improvement.

Where appropriate, changes are made to clinic processes or communication to prevent recurrence.

We also routinely invite feedback through independent platforms such as Doctify and TopDoctors, which allow patients to share honest reviews of their care and experience. This feedback helps us maintain transparency and continually enhance the quality and safety of the care we provide.

5. Confidentiality

All complaints and correspondence will be handled in strict confidence and stored securely in accordance with UK Data Protection law and the General Data Protection Regulation (GDPR).

Raising a complaint will not affect your ongoing care or your relationship with Coastal Cardiology.

Dr Chris Critoph
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