



Patient Guide

Service Provider Details:

Stereopsis Ltd
Panacea
7A Shelley Road
Worthing
West Sussex BN11 1TT

Registered Managers:

Mr Graham Beaver

CQC Provider ID: 1-2162030122

CQC Location ID: 1-2239318205

Tel: 01903 234 647

Website: www.panaceamc.co.uk

Fax: 0844 772 1393

Email: info@panaceamc.co.uk

Aims and Objectives Overview:

- To offer a comprehensive consultant led surgical service, clinics and consultations using the facilities at Panacea. This is achieved by offering a professional personal service, integrating the latest proven techniques and surgical protocols.
- To provide a patient centred approach to patient care including discussing the treatments and options with all patients and costs issued at or after the first consultation.
- Treat patients with honesty and integrity in complete confidence and utmost discretion, in comfortable surroundings.
- Ensure we have NHS trained Surgeons and nursing staff in theatre and in clinics performing all tasks and in line with professional and ethical codes of conduct.
- Ensure that all other staff providing clinical and support services are suitably qualified and have the necessary experience.
- Provide facilities at Panacea including: theatres, recovery area, consulting rooms, reception, waiting areas, toilets and minor treatment area, including access for disabled clients and taking into account individual patients different needs and requirements.

Consultant Partners: Salwan Rassam

Regulated Activities: (1) Treatment of Disease, Disorder or Injury (2) Surgical Procedures (3) Diagnostic and Screening Procedures

Services Provided: Acute Services

Documents: PLEASE ASK A STAFF MEMBER IF YOU REQUIRE DOCUMENTS OR INFORMATION IN LARGE PRINT, ALTERNATIVE LANGUAGES OR IN OTHER FORMATS. Copies of Panacea's Statement of Purpose, Patient Satisfaction Survey, Terms and Conditions, latest Care Quality Commission (CQC) Report and other useful information can be located with the web address: www.panaceamc.co.uk



Patient Guide

Regulated Activities are delivered and Services are provided at:

Panacea, 7A Shelley Road, Worthing, West Sussex, BN11 1TT.

Services are available to the 'whole population.'

Complaints Procedure Overview:

Procedure for Handling Complaints:

- All complaints will be fully investigated by the Registered Manager; Mr Graham Beaver.
- Complaints must be made not later than twelve months after the date on which the matter which is the subject of the complaint occurred or came to the notice of the complainant.
- All complainants will be sent a written acknowledgement within **3** working days of the complaint.
- The complainant will receive a written response within **20** working days or a written explanation of why the response is taking longer and when they can expect a response. A full response being made within **5** workings days of a conclusion being reached.
- All staff involved in a complaint will be informed of the outcomes and advice on preventing recurrence.
- On completion of a complaint a full written report will be made including any recommendations and actions by the Registered Manager; Mr Graham Beaver.
- Any complaint proceeding to litigation will be notified to the Care Quality Commission.
- If you complaint is with regards to the way we manage your data, you can also contact our Data Protection Officer. If you are not happy with the way that we deal with your personal information you can also make a complaint to the Information Commissioner's Office. See our document called "Panacea's Privacy Policy" for full details

If you are not happy with the way you have dealt with your complaint you can also contact our regulator, the Care Quality Commission, who may be able to provide additional help and assistance.

Care Quality Commission

CQC Healthcare

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

Version Date 22nd January 2019

For terms and conditions please see our document entitled 'Agreement to Terms & Conditions'