

### How was our service?

We of course hope that your experience here is a positive one. In a continuous attempt to improve our service to you, we will email you a feedback survey the day after your appointment. It is only by listening to what you say that we can continue to improve our standards. We publish the results of these surveys on our website.

### Smoking

The Medical Chambers Kensington is a public building and so smoking is prohibited in all parts of it. Please note that the building is fitted throughout with fire detecting equipment which will be triggered by smoke. We thank you for your co-operation.

### Confidentiality

Confidentiality is very important to us and we process all patient data with great care. Please contact our Clinic Manager if you would like to learn more about the personal data that we hold. We have placed a video camera at Reception and all telephone calls are recorded for training purposes.

### Useful contacts

Admin	020 7244 4200
Carley O'Connor, Clinic Manager	020 7244 4204
Ivor French, Director	020 7244 4202
Dr Isabelle Granger-Cohet, Director + Registered Manager	020 7244 4201

Email: [admin@themedicalchambers.com](mailto:admin@themedicalchambers.com)  
Website: [www.themedicalchambers.com](http://www.themedicalchambers.com)

10 Knaresborough Place  
Kensington  
London  
SW5 0TG



### Patient Guide

#### Expect More .....Our Commitment to You

A dedicated team of people is behind The Medical Chambers Kensington and The Dental Chambers Kensington.

Together they combine experience and expertise both in the medical profession and in professional business. Alongside their individual skills and know how they share a real passion to provide you with the highest levels of service and support within a unique environment.

This commitment is about not just being able but also willing, about having the necessary aptitude and vital attitude, and above all about caring.

It is a commitment reflected in the meticulous attention to detail, highest standards of service and unique culture throughout the Clinic.

We are registered with the Care Quality Commission, the Healthcare Industry regulator, and are subject to rigorous inspection and audit.

#### How to make a complaint

We work hard to ensure that we get very few complaints. But when we do all comments and complaints are taken seriously regardless of what they are about.

We need to know about any problem you have experienced, small or large, because without knowing we cannot do anything about it.

Please make your complaint to our Director, Mr Ivor French. You can ask to see him whilst you're here at The Medical Chambers Kensington or you can telephone him on (020) 7244 4202/(07899) 991111 or you can email him at [ivor@themedicalchambers.com](mailto:ivor@themedicalchambers.com) or you can write to him at 10 Knaresborough Place Kensington London SW5 0TG.

He will do his best to address and resolve any concerns you might have.

Your complaint will be acknowledged, either by telephone or letter, within 2 working days. If your complaint needs investigation, we will reply to you within 20 working days of having sent you an acknowledgement.

In the unlikely event that we need more time, we will keep you informed every 20 working days until we reach a conclusion.

### **What we do**

The Medical Chambers Kensington and La Clinique Française is home to a range of medical and healthcare professionals and services including

- Allergy
- Dentistry
- Dermatology
- Ear Nose and Throat
- Endocrinology
- Gynaecology
- Mental Health
- Neurology
- Nurse
- Ophthalmology
- Paediatrics
- Physiotherapy
- Private GP Family Care
- Ultrasound

### **Where to find us**

We are located in Knaresborough Place, at the junction with Collingham Place and immediately to the south of Cromwell Road. We are next to London Marriott Hotel Kensington and diagonally opposite Premier Inn.

### **How to get to us**

We are between Earl's Court (District and Piccadilly lines) and Gloucester Road (District, Piccadilly and Circle lines) tube stations, a few minutes' walk from both.

### **By rail**

We are about 10 minutes' walk from West Brompton rail station.

### **By bus**

Buses run south along Earl's Court Road and north along Warwick Road. The routes are 74, 328, C1 and C3.

### **By bicycle**

We are opposite a "Boris" bike docking station.

All of this information plus how to get to us by car, a location plan and a link to TFL's journey planner are all available on our website at [www.themedicalchambers.com](http://www.themedicalchambers.com).

### **Other Useful Information**

#### **Mobiles**

Some patients find others using mobiles intrusive and we therefore ask patients not to use their mobiles whilst here other than in exceptional circumstances. Again, we thank you for your co-operation.

#### **WiFi**

Free WiFi is available. Please ask Reception for the password and connect to our network as TMCKGUEST.

#### **Chaperone Policy**

You have the right to have a chaperone present during any consultation or treatment. Alternatively, you may wish to bring a chaperone with you. Please do let Reception know when booking your appointment.

#### **Cancellation**

Please note that your Clinician may charge a fee for cancellation of your appointment. You can find details on your Clinician's profile on our website.

#### **Fees**

In most cases, your Clinician will ask you to settle your account at Reception. You can do this by credit or debit card, or cash. We accept most major credit and debit cards.

#### **Disabled Access**

We have a dedicated lift for disabled persons, together with a washroom designed for those with any kind of mobility problem. Please tell Reception when making your appointment if you require assistance.

#### **What we need to know about our patients**

We offer new patients the option of registering online, which helps us fast track your appointment. We will register you before you arrive so that you do not have to complete the registration form here and can use your time more efficiently.