**Rajendra Persaud t/a Dr Raj Persaud** is registered with the Care Quality Commission to provide the following regulated activity:

* Treatment of disease, disorder or injury

**Disability Statement:**

We are unable to offer unrestricted access to those patients with wheelchair mobility needs and we do have disabled toilet facilities. Where we are unable to provide services to any disabled patients, we will seek to give details of an alternative provider.

**Children:**

It is advised that children should not be brought to the premises whilst parents or other family members are receiving treatment and if brought against advice, they are solely the responsibility of the parent or guardian.

**Consultations & Confidentiality:**

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

**Annual Survey of Patients:**

I conduct an annual assessment of the views of our patients in order to inform and improve the 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:**

I do not use a formal contract for services. Clients may make appointments on an ongoing basis.

**Comments, Suggestions & Complaints:**

Should you have any comments, suggestions or complaints please raise these initially with Dr Rajendra Persaud.

You may put your comments, suggestions or complaints in writing to the Registered Person (Rajendra Persaud) at the address below:

**Rajendra Persaud t/a Dr Raj Persaud**

**10 Harley Street**

**London**

**W1G 9PF**

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**

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

Issued: 7 July 2021 Review: 6 July 2022 Ver: 1.21

**Patient’s Guide**

Rajendra Persaud t/a Dr Raj Persaud

10 Harley Street

London

W1G 9PF

Tel: 07860709741

**Registered Person**

**Rajendra Persaud**

Fees range from £275 to £325 depending on the time allocated for the appointment. Appointments are normally an hour long. For further information on fees call the secretary Sheila Banks on 07912011115

Rajendra Persaud t/a Dr Raj Persaud is a dedicated and professional medical practitioner. I strive to be acknowledged by my patients, suppliers and regulators as the leader in my sector.

* To understand and exceed the expectation of my patients.
* Maintain the highest professional and ethical standards
* Respond to the needs of my patients
* To encourage innovation, ambition, enterprise and continuous improvement.

We accept payment by cash, cheque (when supported by a valid Bank Card) but no Credit Cards.

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