

# **The Peter Ashby Practice**

## **Patient Guide**

**Cosmetic Plastic Surgeon  
51 Harley Street  
London  
W1G 8QQ**

**Tel: 0207 580 6449  
Email: [surgery@mrashby.co.uk](mailto:surgery@mrashby.co.uk)**

**Mr P H Ashby F.R.C.S.  
Consultant Cosmetic Plastic Surgeon  
Specialist Plastic Surgery**

### **Operating at**

**The London Welbeck Hospital  
27 Welbeck Street  
London W1**

# **MR PETER ASHBY FRCS COSMETIC PLASTIC SURGEON**

## **Summary of The Peter Ashby Practice Statement of Purpose**

The Peter Ashby Practice is a privately owned and managed practice, located in Harley Street, London, providing elective Cosmetic Surgical Consultation and pre and post surgery care.

The aims and objectives of the practice are:

- to provide superior medical care to patients who attend the practice for Consultation and pre and post surgical care
- to ensure patients are provided with up-to-date and specific information relating to their surgery to ensure they are able to make a valid and informed decision
- to ensure all patients have access to the practice Comments, Suggestions and Complaints process
- to provide a safe environment for all patients, employees and visitors to the practice in line with the Health and Safety at Work Regulations

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## **Terms and Conditions of Services Provided by The Peter Ashby Practice**

Patients admitted to the practice will normally be self referred. Appointments are booked in advance, via telephone, fax or email. Occasionally an appointment may have to be postponed at short notice should Mr Ashby be involved with an emergency, in which case a further appointment will be arranged as soon as possible.

Consultation is provided both pre and post procedure. During the initial consultation, patients are provided with detailed information regarding the proposed procedure. This includes all associated costs such as fees for Consultation, surgery, hospital stay and post surgery care. Each patient will be provided with an individualised contract describing the terms and conditions of payment for all fees.

To contact the Healthcare Commission you can telephone or write to:

Healthcare Commission  
Finsbury Tower  
103-105 Bunhill Row  
London EC1Y 8TG Telephone – 020 7448 9200;

[londonsoutheast.ihcomplaints@healthcarecommission.org.uk](mailto:londonsoutheast.ihcomplaints@healthcarecommission.org.uk)

We view complaints as an opportunity to identify, improve and remedy issues. You can help us by advising us of any problems as soon as possible. Your comments and suggestions for improvements are always most welcome.

### Your Feedback

As part of our ongoing commitment to providing the highest level of care and service, we have in place a Patient Satisfaction Survey. All patients are offered the opportunity to complete a survey. All surveys are reviewed by Mr Ashby to ensure that all appropriate changes to the way we undertake care and provide our services are made. We also provide the Healthcare Commission with the results of our surveys at the time of our annual inspection. A copy of the results of our most recent survey is included in the Statement of Purpose folder (when available).

### The Role of the Healthcare Commission

The role of the Healthcare Commission is to ensure all healthcare establishments are registered under the Care Standards Act (2000) and are compliant with the Private and Voluntary Healthcare National Minimum Standards. The Commission undertakes at least one full inspection of the practice per year, following which a full report of their findings is published. If you would like to obtain a copy of the report, please contact the Commission at the address above, or view their website at:

[www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

The practice also holds a copy of their most recent report, and we are happy to provide you with a copy upon request.

### **Services and Facilities Provided by The Peter Ashby Practice**

Mr Peter Ashby is a fully qualified cosmetic, aesthetic and plastic surgeon. Mr Ashby trained as a doctor at the Queen Elizabeth Hospital, Birmingham, qualifying in 1974 with an M.B. Ch.B. He continued his general surgical training in Capetown, South Africa, at the Groote Schuur Hospital. In 1982, Peter Ashby was awarded his FRCS by the Royal College of Surgeons, London.

Peter Ashby began his own private practice in August 1987, specialising in purely cosmetic or aesthetic plastic surgery.

Mr Ashby provides a Consultation service to those who wish to explore the options for specific Cosmetic Surgical procedures.

The surgical procedures offered by Mr Ashby are:

- Face lift
- Blepharoplasty
- Rhinoplasty
- Breast augmentation
- Breast uplift
- Breast reduction
- Abdominoplasty
- Liposuction
- Endobrow lift
- Otoplasty
- Labiaplasty
- Botox injection (available in Consulting rooms)
- Sculptra injection (available in Consulting rooms)
- Restylane injection (available in Consulting rooms)

All surgical procedures are undertaken within selected private hospitals within London, details of which are provided once the decision has been made to proceed with surgery. All prospective patients are provided with detailed information relating to the proposed procedure to enable them to provide valid and informed consent to the procedure.

## **Making Your Appointment**

Mr Ashby's clinics are held at 51 Harley Street Consulting Rooms on Wednesdays and Fridays from 10.00 am.

## **Contacting The Practice**

Mr Ashby is available Monday to Friday during office hours through his consulting room at 51 Harley Street on 020 7580 6449 or via fax on 020 7580 6448.

For emergencies and out of office hours contact, please telephone the practice and follow the instructions given via our answering machine.

For your convenience, we may also be contacted via email at:

**ph.ashby@btconnect.com**

Should your address or telephone number change, please make sure you inform us, we will then make any necessary alterations to your records.

## **Access to 51 Harley Street**

We regret that, due to the nature of the building, access for those with a physical disability is severely restricted. In the case of a Consultation being requested, we will endeavour to arrange an alternative option.

## **Our Patient Guide**

This guide is reviewed on an annual basis by Mr Ashby and Glenn Saywell, Practice Manager. We would be pleased to hear your comments or suggestions on the contents of the guide. If you feel we need to add anything further, please speak with Mr Ashby or Glenn Saywell to let us know your thoughts.

Mr P. Ashby, F.R.C.S., Cosmetic Plastic Surgeon  
January 2007  
Review date January 2009

## **Comments, Suggestions and Complaints**

We are committed to making your visit to The Peter Ashby Practice as safe and comfortable as possible. However, if you feel we are failing in this we would welcome your comments and suggestions. If after discussing your views you feel there is no improvement, the following complaints procedure should be followed.

### Making a Complaint

All comments, compliments, suggestions or complaints should be made to Mr Ashby or the Practice Manager. All complaints will be treated seriously. The name of the patient or complainant will remain confidential except to facilitate an investigation. There are two ways in which you can make a complaint. You may verbally address your concerns or complaint, or you may document your complaint or concerns in writing.

### Verbal Complaint

An investigation will be immediately undertaken into your concerns, and wherever possible, you will be notified of the outcome within one working day. If we are not able to resolve the issue within one working day, you will be notified of the outcome in writing within 20 working days of the complaint being made. In the event of a verbal comment or complaint, we will at all times endeavour to address your concerns immediately.

### Written Complaint

On receipt of correspondence, we will acknowledge said letter in writing within two working days. We will immediately undertake an investigation and will provide a written response within 20 working days of receiving your letter. If we are unable to provide you with an outcome within 20 working days, we will inform you in writing of the status of the complaint.

### Independent External Appeal

The preferred outcome of a complaint is a resolution between the Practice and the complainant. If however, following receipt of our investigation and response you remain dissatisfied, you may direct your complaint to the Commission for Healthcare Audit and Inspection (CHAI), known as the Healthcare Commission. This should be done within six months of the date of the event.