



CMG HEALTHCARE

The Churchill Clinic

94 Churchill Avenue, Chatham,
Kent. ME5 0DL
Tel: 01634 842397 Email:
Churchill.admin@nhs.net

Red Suite Balmoral Healthy Living
Centre
Balmoral Gardens, Gillingham
Kent ME7 4PN
Email: balmoralredsuite@nhs.net
Tel: 01634 334937

Churchill Clinic Patient Charter

Our Commitment to You:

1. Respect and Dignity

- We will treat all patients with respect, dignity, and compassion.
- We will respect your privacy and confidentiality at all times.

2. Quality Care

- We are committed to providing high-quality, safe, and effective care.
- We will ensure that our staff are trained and competent to deliver the services you need.

3. Communication

- We will communicate with you clearly and openly.
- We will provide information about your health and treatment options in a way that you can understand.

4. Access to Services

- We will strive to provide timely access to our services.
- We will offer a range of appointment options to suit your needs.

5. Involvement in Your Care

- We will involve you in decisions about your care and treatment.
- We will respect your right to make informed choices about your health.

6. Feedback and Complaints

- We welcome your feedback and will use it to improve our services.
- We will address any complaints promptly and fairly.



CMG HEALTHCARE

The Churchill Clinic

94 Churchill Avenue, Chatham,
Kent. ME5 0DL
Tel: 01634 842397 Email:
Churchill.admin@nhs.net

Red Suite Balmoral Healthy Living
Centre
Balmoral Gardens, Gillingham
Kent ME7 4PN
Email: balmoralredsuite@nhs.net
Tel: 01634 334937

Your Responsibilities:

1. Respect for Staff and Other Patients

- Please treat our staff and other patients with respect and courtesy.
- Abusive or aggressive behaviour will not be tolerated.

2. Providing Information

- Please provide accurate and complete information about your health and any treatments you are receiving.
- Inform us of any changes to your contact details or medical history.

3. Attending Appointments

- Please attend your appointments on time or inform us as soon as possible if you need to cancel or reschedule.
- This helps us manage our resources and offer appointments to other patients in need.

4. Involvement in Your Care

- Take an active role in your health and treatment.
- Ask questions if you do not understand information provided to you.

5. Feedback

- Share your feedback with us to help us improve our services.
- Let us know if you have any concerns or suggestions.

Contact Information:

- The Churchill Clinic
- www.churchillclinic.com

Thank you for choosing The Churchill Clinic. We are dedicated to providing you with the best possible care.

