



Patient Guide

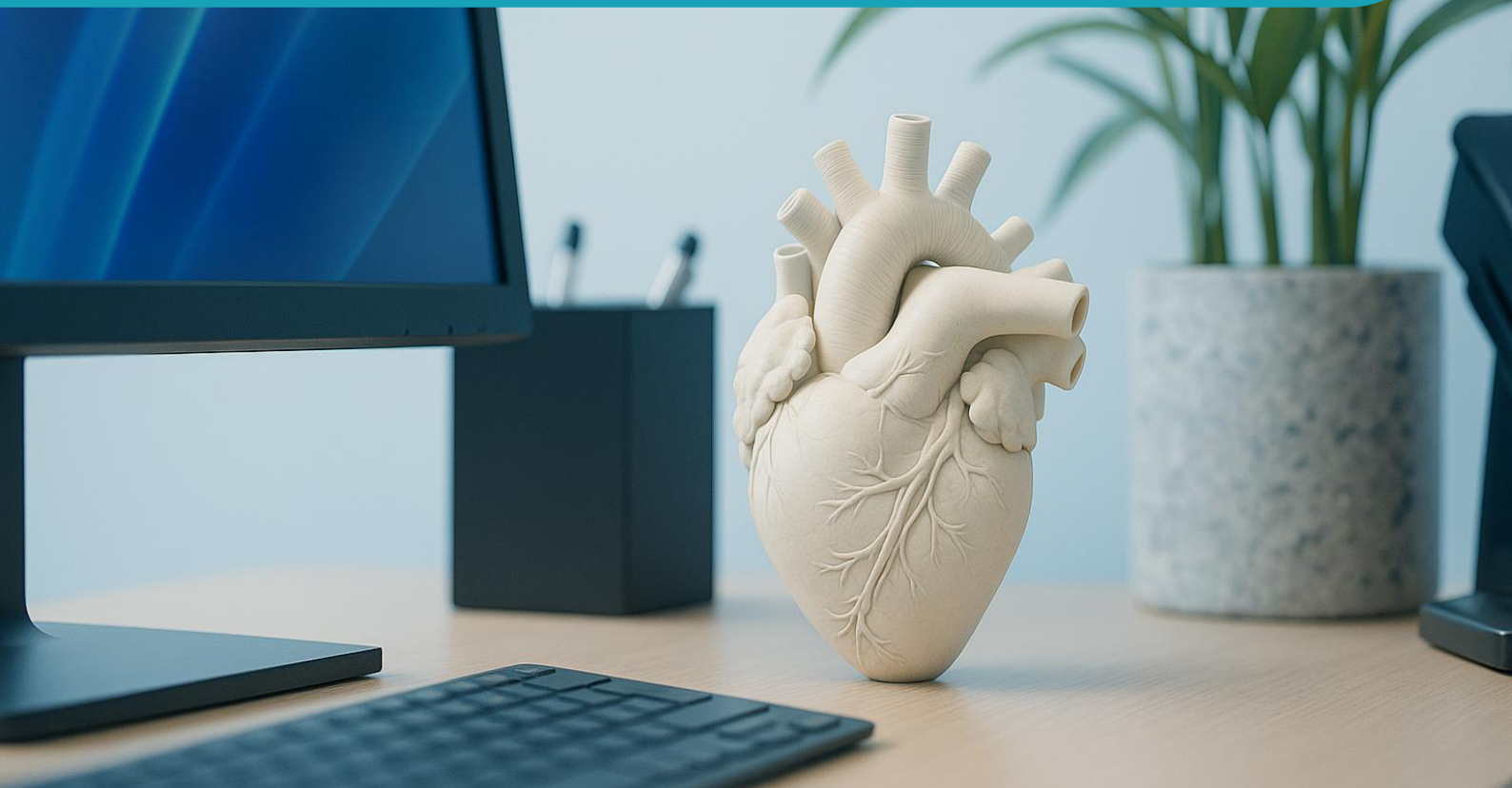
Our Ethos

One Heart Clinic is a cardiac centre of excellence that brings together world-class cardiologists who have consultant posts at leading teaching hospitals in London and across the UK.

We believe the best cardiac care can only be achieved by the best cardiologists in their fields, working together for you and your heart.

With efficient and patient-centred care in convenient locations, we offer same-day appointments at Harley Street, Marylebone, City of London, St. Albans, Reading, Guildford, Solihull, Bristol, and Weybridge.

The clinic was established with the recognition that the best care is delivered through collaboration, placing group decision-making at the core of each patient's experience.



Why Choose One Heart Clinic?

Exceptional Care



Our philosophy is to deliver care we would be happy to provide to our family. We ensure every patient benefits from the same standards of care.

Central Administration Service



An excellent customer service team supports you through your journey. We utilise the latest technology, and our experienced care coordinators know how to help.

Technology Driven



Our systems are built around patients, including a bespoke app to allow real time contact with care coordinators and access to medical records from anywhere.

Accountable



To our patients and each other. We regularly audit, assess and improve our services. Medicine moves fast, and we move with it.

Diagnostic Tests

We deliver comprehensive cardiology diagnostic tests and have over 30 cardiologists across all specialisms.

ECG

This trace records the electrical signals your heart produces with each beat to visualise any rhythm disturbances or abnormalities.

Echocardiogram

Also known as "echo", this ultrasound looks at the heart structure and its blood vessels with a probe which emits high-frequency sound waves as it's positioned over the chest.

Ambulatory Monitoring

There are two types: Blood Pressure, and ECG (also known as Holter.) They are portable devices that record your readings over a period to evaluate your blood pressure or symptoms like chest pain or palpitations; these can be fitted individually or at the same time.

Stress Testing

This test evaluates the cardiovascular system's response to external stress within a controlled clinical setting. This stress can be induced through physical exercise (treadmill or bike) or pharmacological stimulation of heart.

Cardiopulmonary Exercise Test

Commonly referred as 'CPET', it assesses how your lungs, heart and muscles work when you exercise by cycling on a stationary bike. We will measure how much air you breathe, levels of oxygen you need, and how fast your heart rate is.

VO₂ Max

A VO₂ Max measures how well your body uses oxygen during exercise on a stationary bike. It assesses your fitness to provide information about your overall health and long-term goals.

InBody Composition

This non-invasive scan details your body beyond weight or BMI alone by evaluating factors linked to cardio-metabolic health, including muscle mass, body fat, and fluid balance. The bioelectrical impedance technology estimates how the components are distributed. Repeating the scan under similar conditions allows changes to be tracked objectively over time.

Cardiac MRI & CT

A Cardiac MRI is a non-invasive, painless scan that uses radio waves and a magnetic field to create detailed images of the heart and blood vessels, whereas a Cardiac CT scan uses X-rays in a painless, non-invasive procedure to create detailed images of the heart and blood vessels.

Packages

We provide cost-effective methods of obtaining high-quality cardiac care. If you are unsure which package is right for you, contact us for more information.



Preventative Packages

If you're looking to understand your cardiovascular risk profile, address your concerns for heart attack and stroke due to family history or lifestyle, or are wanting to get fit, these packages are designed to help you understand your heart health.

The Metabolic Package

Managing your metabolic health is crucial to your overall well-being. It impacts your health by regulating energy levels, weight management, disease risk, and longevity.

Set-up To Fitness

This package has been designed for people who want to get fit with confidence, or may already have a great fitness routine and would like to understand more about their heart.

Cardiovascular Risk

If you are worried about heart disease or concerned about your risk of having a heart attack or stroke due to family history or lifestyle, then this package can help you better understand your heart health and risk profile.

Our packages follow extensive clinical research and can be adapted to your individual needs. **You can pay for any package in monthly instalments.**

Healthy Heart

Early Detection for Peace of Mind, Even without Symptoms.



Comprehensive Under 40s

Prevention for Young Adults

Heart disease can develop silently from a young age. Stress, lifestyle, and family history all raise your risk. The under-40s package detects early warning signs, provides reassurance, and offers tailored advice to protect your heart.

Why Screening Matters Before 40

- Spot hidden risks early
- Enhance long-term health & fitness
- Peace of mind through prevention



Comprehensive Over 40s

Advanced Care with Calcium Score

From age 40, risks of heart disease, high blood pressure, and stroke rise — even without symptoms. This package uses advanced tests, including a CT Calcium Score, to uncover hidden risks and protect your future health.

Why Screening Matters After 40

- Identify risks early to prevent serious conditions
- Expert guidance from a cardiologist
- Enhance long-term health & fitness
- Improve longevity and vitality

Comprehensive Screening

Symptoms Packages

If you experience chest pain, palpitations, breathlessness, hypertension, or syncope (fainting) we aim to determine underlying issues or causes through these packages.

Syncope

This package will help determine if your fainting, lightheadedness or dizziness is related to a heart rhythm disorder.

Breathlessness

This package will help determine if the cause of breathlessness is related to a cardiac condition or if an onward referral to a respiratory specialist is required.

Palpitations

This package is recommended if you suffer from palpitations and will help determine if your symptoms are due to a heart rhythm disorder or other factors.

Chest Pain

If you suffer from chest pain, chest tightness or are worried about underlying heart disease, this package will help with diagnosing and further management.

Hypertension

If you suspect to have high blood pressure or high blood pressure with inadequate control, then this package can help make the diagnosis or help you better manage your condition.



Sport and Performance

Support Safe and Confident Physical Optimisation at Every Level of Training.

Cardiopulmonary Performance

For individuals who want a high-level, data-driven understanding of their performance, this package goes beyond standard fitness screening, providing an integrated picture of performance, from central cardiac function to peripheral utilisation of oxygen.

Sports Medical

Designed for individuals who need formal, specialist confirmation that their heart is fit for competitive events. From dedicated amateurs to elite athletes, this package will help you meet the specific requirements of race organisers, governing bodies, or clubs.

Cardiac Treatment Packages

We are specialist-led so patients needing advanced procedures receive high-quality care, reassurance, and clarity, every step of the way.



Cardiac Ablation

Regain Control of Your Heart Rhythm

Cardiac Ablation is a targeted treatment for irregular heart rhythms like atrial fibrillation. Our cardiologists use advanced techniques (cryoablation, radiofrequency, or pulse field ablation) to restore normal rhythm, often with just one overnight stay.

Arrhythmias can cause palpitations, dizziness, fatigue, or fainting and increase stroke risk. If medications, including a “pill-in-the-pocket” approach, don’t control or relieve symptoms, ablation offers an effective long-term solution.



Coronary Angiography & Stenting

Restore Flow in Your Heart with Modern Solutions

Coronary Angiography with stent insertion is a safe, minimally invasive procedure to treat blocked arteries and reduce heart attack risk — without open-heart surgery.

Often called a stent procedure, it treats coronary artery disease (CAD), where plaque narrows the heart’s arteries. Through a small incision in the wrist, or groin, a tiny balloon is guided to widen the artery, and a stent is placed to keep it open. If you’re experiencing angina (chest pain), lightheadedness, or shortness of breath, our cardiologists can help, with many of our patients able to return home the same day.



Transcatheter Aortic Valve Implantation (TAVI)

Renew Function without Open Heart Surgery

TAVI is an advanced, minimally invasive procedure used to treat severe aortic stenosis, where calcium buildup narrows the aortic valve and restricts blood flow. Instead of open-heart surgery, a new valve is delivered through a small incision, usually in the groin, using a thin catheter. The valve is expanded inside the heart to replace the damaged one.

Severe aortic stenosis can cause chest pain, shortness of breath, fainting, and fatigue, and may lead to heart failure if untreated. TAVI offers a safer option with lower risk and faster recovery for many patients.

Patient App

Our patient app allows you to take control of your care plan.

Effortless Appointments

Book with cardiologists effortlessly, choosing a time and location that suits your busy schedule.

Save Time

Complete essential health triage questionnaires before your visit so every moment with your cardiologist is focused on your care.

In-App Reports & Results

Access your medical reports and essential health information in real-time. Stay informed about your progress and track improvements to make decisions about your heart health.

In-App Messaging

Get instant support by speaking directly with our dedicated team. We're here to provide the support you need, every step of the way.

Secure Document Sharing

Share documents and reports with us for your cardiologist can review, ensuring seamless and comprehensive care.

Notifications & Reminders

Receive timely notifications and reminders personalised to your care program, ensuring you never miss an appointment or crucial step in your treatment plan.

User-friendly App

Book, connect, and take control of your cardiac health with our user-friendly app. We're here to ensure your heart health is always a priority.



Service

Accessing our Services

One Heart Clinic is committed to ensuring that people with disability, their families, and carers are not discriminated against in any way and that they have access to the full range of services, facilities, and information. Please let a member of the team know if you require any assistance accessing our services.

Hearing Loop

A hearing loop is available to support our patients and visitors. Please ask the team upon arrival or let us know in advance via email to enquiries@oneheartclinic.com.

Interpretation Services

One Heart Clinic can support our patients who require an interpreter during their appointments. We are supported by language line. Please speak to a member of the team if you require this service and we will be happy to arrange it.

Chaperone

One Heart Clinic can support our patients who require a chaperone. If you would like a chaperone during your appointment, we would be happy to provide one. Please speak to a member of the team.

Paying for your Care

Self-Pay

You can pay for your care yourself. The starting point for most patients is a consultation with one of our specialist Cardiologists. Our bookings team will provide you with further details including indications of further costs. Please contact the team via enquiries@oneheartclinic.com or 0203 983 8001.

Insurance

The majority of services at One Heart Clinic will be covered by most health insurers, but you should check your policy and contact your insurer to confirm eligibility before booking an appointment.

Your insurer may have limits or an excess on your policy, they will be able to provide details of this in your documentation or if you contact them directly. Please note, anything your insurance does not cover is your responsibility.

Tell Us About Our Services

One Heart Clinic is committed to providing a high-quality service and care to our patients. We value the feedback we receive and welcome the opportunity to enhance and improve the quality of the service we provide. If you wish to feedback, please contact us via enquiries@oneheartclinic.com or telephone 0203 983 8001.

Compliments

If you would like to compliment us about any aspect of the care, treatment, and service you received, please let us know and we will share this with the relevant team/individual. You can tell us this verbally, in writing, via email or phone.

Concerns

Please raise a concern if there is an occasion where One Heart Clinic may not have met your expectations and you want to highlight this to us, but do not need to raise a formal complaint. To express a concern please speak to a member of staff. This could be a member of the team providing your care or you can raise this with our reception team who will take your concerns forward. You can also raise a concern once you have left using the contact details above.

Complaints

All information you provide to us will be handled confidentially, involving only those who need to know and following all relevant data protection requirements. One Heart Clinic follows the ISCAS Code of Practice for Complaints Management three stage complaint process as follows:

Making a Complaint (Stage 1)

A complaint can be made in writing or by email. It should be made as soon as possible after the event and must be made to us within 12 months of the event or discovering that you have cause to complain. The contact details for you to make your complaint are:

CQC, Governance & Compliance Manager
One Heart Clinic
68 Harley Street
London, W1G 7HE
Email address: enquiries@oneheartclinic.com
Main reception phone: 0203 983 8001

When we receive your complaint, the Head of Governance or an appropriate member of the team will telephone you to talk through the issues you have raised.

A written acknowledgement will also be sent to you within 3 working days of receipt of the complaint, providing a date when you can expect a written response.

One Heart Clinic will then provide the written response to your complaint within 20 working days from the date of receipt. We will notify you of any unexpected delays.

If you are making a complaint on behalf of someone else, we will require a consent form to be completed so that we have permission to share confidential details with the complainant rather than the patient.

Escalation of your Complaint (Stage 2)

If you are dissatisfied with our investigation findings and/or how we handled your complaint at stage 1, you can escalate your complaint to stage 2. The stage 2 process is an internal review of the original complaint and will be investigated by someone not previously involved.

You will need to escalate to stage 2 within six months of the stage 1 complaint response, providing details of the issues that are unresolved. As with stage 1 the acknowledgement will be within 3 working days and the response 20 working days. A meeting (in person or via phone or other media) can be arranged if that is something you would like to happen.



External Adjudication of Complaint (Stage 3)

If you remain dissatisfied after receiving the stage 2 response, you have the right to approach the Independent Healthcare Sector Complaints Adjudication Service (ISCAS) as per the Stage 3 complaints process. ISCAS can be contacted via:

Email ISCAS: info@iscas.org.uk

Call ISCAS: 02075366091 during office hours, Monday to Friday 9:00am-5:00pm.

Write to ISCAS: 3rd Floor 100 St. Paul's Churchyard London, EC4M 8BU.

Further information, including the stage 3 external adjudication process can be found on the ISCAS website.

