

PATIENT INFORMATION LEAFLET

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received, from the Doctors, or any of the staff working in this Practice, please let us know. We operate a Practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible. Ideally, within a matter of days or at most a few weeks because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to any of the Doctors. Alternatively, you may ask for an appointment with any of the Doctors in order to discuss your concerns. The Doctor will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

WHAT WE SHALL DO

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 20 working days of the date when you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved. In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong;
- Enable you to discuss the problem with those concerned, if you would like this;
- Ensure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

COMPLAINING TO LOTHIAN HEALTH

We hope that, if you have a problem, you will make use of your Practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. This does not affect your right to approach Lothian Health, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

You should contact the Lothian Health Complaints Officer at WAVERLEY GATE, 2ND FLOOR, 2-4 WATERLOO PLACE, EDINBURGH, EH1 3EG, TEL: 0131 465 5708 OR EXTENSION 35708, EMAIL: COMPLAINTS.TEAM@NHSLOTHIAN.scot.nhs.uk for further advice. You may also like to contact one of the following for help:

Citizen's Advice Bureau, High Street, MUSSELBURGH **or**

The Scottish Public Services Ombudsman, 4 Melville Street, EDINBURGH, EH3 7NS TELEPHONE NUMBER – 0800 377 7330 Email address: ask@aspo.org.uk

The SPSO cannot normally look at:

- A complaint that has not completed our complaints procedure
- Events that happened, or that you became aware of, more than 12 months ago
- A matter that has been or is being considered in court.

The Scottish Public Services Ombudsman's contact details are:

SPSO	SPSO	Freephone: 0800 377 7330
4 Melville Street	Freeport EH641	Online contact: www.spsso.org.uk/contact-us
Edinburgh	Edinburgh	Website: www.spsso.org.uk
EH3 7NS	EH3 0BR	Mobile site: http://m.spsso.org.uk