



PATIENT INFORMATION LEAFLET

COMMENTS COMPLAINTS & SUGGESTIONS

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making A Complaint

If you have any complaint or concern about the service you have received from the doctors or 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 resolved 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

Mrs M Goodhead, Practice Manager will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to Mrs M Goodhead, Practice Manager

In writing – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the to Mrs M Goodhead, Practice Manager as soon as possible

What We Shall Do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. Our complaints procedure has two stages:

Stage one – early, local resolution

We aim to resolve complaints quickly and close to where we provided the service. Where appropriate, this could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.

Sometimes we will have to make some enquiries before we can respond to your complaint. We will give you our decision at Stage one in 5 working days or less, unless there are exceptional circumstances.

If we cannot resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage two. You may choose to do this immediately or sometime after you get our initial decision.

Stage two – investigation

Stage two deals with two types of complaint: those that have not been resolved at Stage one and those that are complex and require detailed investigation.

When using Stage two we will:

- acknowledge receipt of your complaint within 3 working days
- where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong.
- Make it possible for 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 this problem does not happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in writing or in person.

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 their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What you can do next

We hope that, if you have a problem, you will make use of our 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 NHS Grampian. If you do not wish to raise a complaint or you are dissatisfied with the results of our investigation you should contact the NHS Grampian Complaints Team for further advice. **NHS Grampian Feedback Service St Martins House 181 Union Street Aberdeen AB11 6BB Tel: 01224 224904**

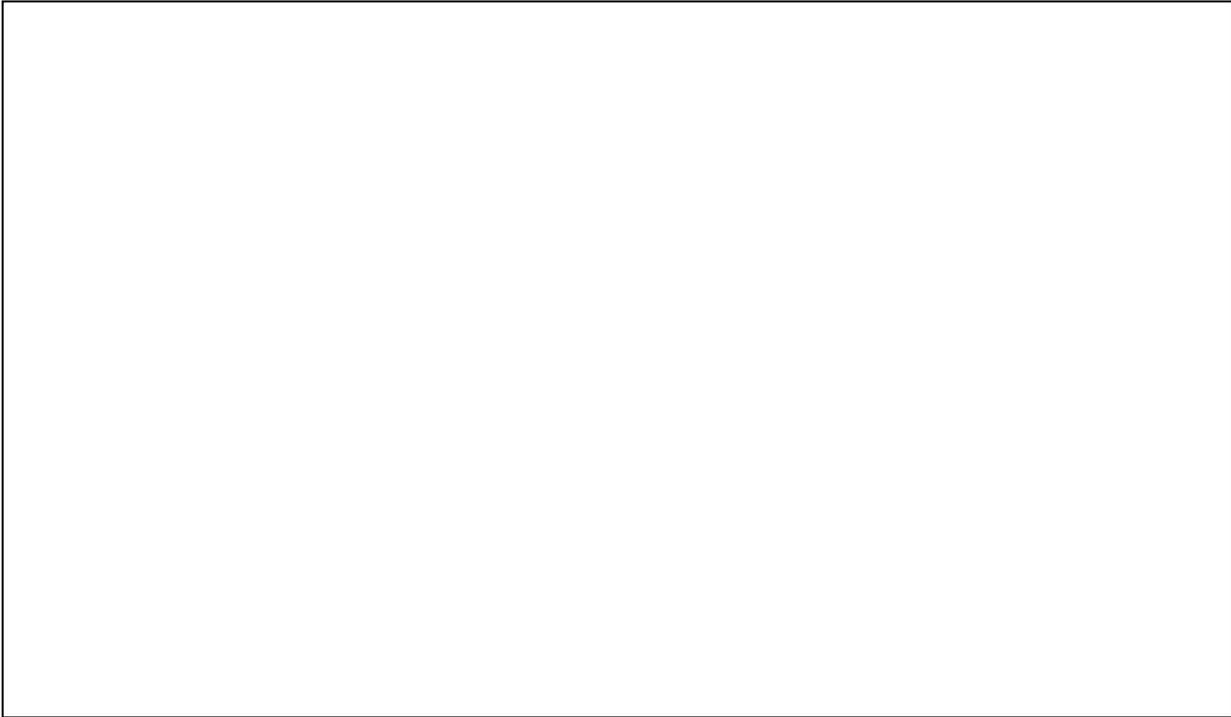
If you remain dissatisfied with the responses to your complaint, you have the right to refer the matter to the Scottish Public Services Ombudsman at SPSO, Freepost EH641, Edinburgh EH3 0BR, Tel: 0800 377 7330.

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

COMMENTS, COMPLAINTS AND SUGGESTIONS

A large, empty rectangular box with a thin black border, intended for users to provide comments, complaints, or suggestions. The box is currently blank.