

Comments, complaints and 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 complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know. If you, the patient, are unable to complain then a relative or friend may complain on your behalf – **only with your permission**.

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 that is within 12 months of the incident.

The 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 the Practice Manager, Miss Pamela Harmison or the Trainee Assistant Practice Manager Miss Eilish Kelly

In writing – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of the 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.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into 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
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing within 21 days from the date it was acknowledged.

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 required 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 use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

If you remain dissatisfied with the outcome of your complaint, you have the option of contacting the Scottish Public Services Ombudsman (SPSO). 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 SPSO's contact details are:

SPSO

Bridgeside House

99 McDonald Road OR

Edinburgh EH7 4NS

FREEPOST SPSO

Tel: 0800 377 7330 web: www.spsso.org.uk

Online Contact: www.spsso.org.uk/contact-form

Complaints regarding other medical services should be addressed as follows, for complaints regarding –

NHS Lothian:

NHS Lothian Patient Experience Team, Waverley Gate, 2-4 Waterloo Place, Edinburgh EH1 3EG

NHS24:

0141 337 4501 or email: patientaffairs@nhs24.scot.nhs.uk
www.nhs24.com/contactus to complete an online feedback form

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

For Patients:

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**Ashgrove Group Practice
Blackburn Partnership Centre
Ashgrove
Blackburn
West Lothian
EH47 7LL**

TEL: 01506 657130