

What shall we Do?

We shall acknowledge your complaint within three working days and aim to respond within 20 working days of the date 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
- Identify what we can do to make sure the problem does not happen again.

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. If you feel you cannot raise your complaint with us, you should contact , the Customer Relations and Feedback Team for NHS Lothian on 536 3370

The Team can explain how they may be able to assist you in making your complaint and will also have details of the local Independent Advocacy Service who can support you.

If you remain dissatisfied with the result of your complaint you can contact:

The Scottish Public Services Ombudsman

*4 Melville Street, Edinburgh, EH3 7NS
Tel: 0800 377 7330
Fax: 0800 377 7331
E-mail: ask@spsso.org.uk
Website: www.scottishombudsman.org.uk*

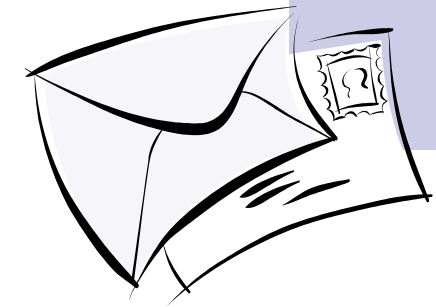
You can also contact:

The Patient Advice and Support Service.

This is an independent service which provides free, accessible and confidential information, advice and support to patients, their carers and families about NHS healthcare. You can access this service from any citizens advice bureau in Scotland.

THE PENTLANDS MEDICAL CENTRE, CURRIE

Comments, Complaints and Suggestions



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 at the practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our system meets national criteria.

Why Complain?

The national health service is here to serve you. If you feel that you have not received necessary or appropriate care, you can make a complaint. It is useful for people responsible for the service to know about your experiences so that they can improve them for others.

When considering whether to complain think about what you want to achieve:

- An opportunity to talk through what went wrong.
- An explanation for what happened.
- An apology for what happened.
- Satisfaction that you have helped to improve the health service by drawing attention to your problem.

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. Take a few minutes to think about what you want to say (it can help to write down a few notes). If you feel that it is a private matter, ask if you can go to a separate room to discuss it in confidence,

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 this 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 :-

Mrs Pauline Hutton, Practice Manager or Dr Neil Simpson

Your letter should include:

- Who or what you are complaining about
- The date or dates of the event;
- What you would like from the complaint (e.g. apology, explanation etc).
- Consent of the person who experienced the problem: if you are complaining on behalf of a patient over the age of 16, consent should be obtained in writing (unless the patient's illness or incapacity prevents this).
 - Authorising you to complain on their behalf
 - Consent to sharing of medical information

Alternatively, you may ask for an appointment in order to discuss your concerns.

**The Pentlands Medical
Centre
44 Pentland View**

Phone: 0131 449 2142