

THE BUTE PRACTICE

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PATIENT INFORMATION LEAFLET

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from any of the Doctors or any of the staff working in the Practice, please let us know. The complaints procedure detailed below, complies with the complaints procedure detailed below complies with the Patient Rights (Scotland) Act 2011.

How to Complain

We hope that most problems can be resolved easily and quickly, often at the time they arise and directly with the person concerned. If, however, your problem cannot be resolved in this way and you wish to make a complaint, please let us know **as soon as possible**, ideally within a matter of days, or at most, weeks. This will allow us to establish the circumstances surrounding the complaint more easily. If this is not possible, please provide us with the 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 the Feedback and Complaints Manager. Alternatively, you may wish to ask for an appointment with the Practice Manager to discuss your concerns. Either way, the complaints procedure will be fully explained and your concerns will be dealt with promptly. All complaints are dealt with in accordance with the "Can I help you? Guidance for handling and learning from feedback, comments, concerns or complaints about NHS health care services" (The Scottish Government, April 2012). This document is available for download at www.scotland.gov.uk. It is useful if you can provide as much information as possible about your complaint.

Support for a patient making a complaint is available from the Patient Advice and Support Service (PASS). Their website is <http://www.patientadvicescotland.org.uk/>

What will be done in Response to a Complaint?

Receipt of your complaint will be acknowledged within 3 working days and every effort will be made to respond to your complaint within 20 working days of the date on which the issue was raised with us. This will provide us with sufficient time to offer you an explanation in writing and/or a meeting with those involved. In investigating your complaint, we shall aim to:

- establish the full circumstances
- identify any actions to be taken to minimise or remove the risk of the problem recurring

- enable you to discuss the problem with those concerned, if requested

Complaining on Behalf of a Third Party

Please note that we adhere very strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we require written, signed confirmation of permission by the person concerned, unless, for a particular reason, they are unable to provide this.

Complaining to the PRIMARY CARE NHS TRUST

The Practice believes that, if you have a problem, the correct use of the Practice Complaints Procedure will provide us with the best opportunity to address and resolve the problem, where possible, and perhaps improve our Practice procedures. However, this does not affect your right to approach the Complaints Team at NHS Highland, if you feel that you are unable to raise your complaint directly with the Practice. Their contact details are below.

The Complaints Team

NHS Highland

PO BOX 5713

Inverness

IV1 9AQ

Phone: 01463 705997

Fax: 01463 711322

Email: complaints.mailbox@haht.scot.nhs.uk

Scottish Public Services Ombudsman

If you are still dissatisfied with our decision or the way in which we have dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it. The SPSO is the final stage for complaints about public services in Scotland. This includes complaints about the NHS in Scotland.

The SPSO cannot normally look at:

- a complaint that has not completed our complaints procedure, so please make sure it has done so before contacting the SPSO;
- events that happened, or that you became aware of, more than a year ago; or
- a matter that has been or is being considered in court.

You can contact the SPSO:

In Person:

SPSO

4 Melville Street

Edinburgh

EH3 7NS

By Post:

Freepost SPSO (You don't need to use a stamp)

Freephone: 0800 377 7330

Website: <http://www.spsso.org.uk/>

Online contact: <http://www.spsso.org.uk/contact-form>