

• MORGAN GLEN SURGERY •

Morgan Glen Place, Larkhall, ML9 1RJ

☎ 01698 882105 🌐 www.morganglen.scot.nhs.uk

The NHS Complaints Procedure in Scotland

In Scotland the NHS Complaints Procedure is now a two stage process:

First stage: Early Resolution within 5 days, often sooner

Second stage: Requiring further Investigation which we aim to complete and reply to within 20 working days

Local Resolution: With both stages of the Complaints Procedure we aim to resolve the complaint at local level. Your complaint should be made to the Complaints Coordinators (Carol Shearer or Sharon Falconer) either by telephone, in writing, in person or email to carol.shearer@lanarkshire.scot.nhs.uk or sharon.falconer2@lanarkshire.scot.nhs.uk We would recommend that you make your complaint in writing as this will allow you to put the full details across in your own time.

Is there a time limit for making a complaint?

You should normally complain as soon as possible in order that you or other people's recollections of events are fresh. Usually complaints should be made **within six months** of the events complained of or within six months of finding out there was something to complain about (as long as this is not more than one year after the incident).

Who can complain?

- A patient or former patient
- Any appropriate person on behalf of a patient who has died, for example: next of kin or their agent.
- An appropriate person on behalf of an existing or former patient, for example: the patients parent, carer, guardian, an MP, MSP or local Counsellor, advocate or member of an independent advice and support organisation.

When a person other than the patient or authorised agent is intending to make the complaint it is important to note that they must be able to demonstrate that they have obtained consent from the patient, which would normally need to be in writing.

What can be complained about?

NHS care provided by the following:

- Doctors in the Practice
- Nurses within the Practice
- Health Care Assistants within the Practice
- Administrative Staff within the Practice
- Practice Policies or Procedure
- Practice Access

Complaints about any other aspect of NHS Care out with the practice should be directed to NHS Lanarkshire. Further details can be found at:

<http://www.nhs.uk/ContactUs/Feedback/Pages/make-complaint.aspx>

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What should I include in my letter of complaint?

- Who or what you are complaining about
- Where and when the events happened
- What you have done already about the complaint
- Any particular outcomes or actions you are looking for from your complaint

Who will investigate my complaint?

The Office Manager and a GP lead of Complaints will be responsible for reviewing your complaint and ensuring that the necessary investigations have been carried out and any appropriate actions taken.

Once this stage of the complaints process has been completed the Practice will write to you and the letter should include the following:

- Confirmation that all the relevant issues have been addressed and demonstrate that a thorough and fair investigation has been carried out.
- Where appropriate we will offer an apology
- We will explain what action has been taken to prevent such a situation happening again
- Where areas of disagreement have arisen between you and the practice in relation to the complaint, we will offer an explanation why no further action can or will be undertaken.
- We will give a named member of staff who will be available to answer any questions or clarify any of the items in the letter of response.
- Explain to you who you need to contact if you are not satisfied with the outcome of the complaints procedure - this should include the details of the Scottish Public Services Ombudsman

How long should I have to wait for response to my complaint?

A full response should be given within 10 working days of receiving your complaint. If this 10 day timescale cannot be met, you will be informed of the reason for the delay and when you can expect a response. This should be within 20 working days of receiving your complaint.

Who do I contact if I am not satisfied with the outcome of my complaint?

If following the letter of response from the Practice, you still feel that the issues in question have not been properly addressed or you disagree with the outcome, you can contact the Scottish Public Services Ombudsman.

If there are issues which you feel are possible to resolve without recourse to the Ombudsman, it is advisable to respond to us explaining what errors or omissions have been made or what needs clarifying.