

Oakley Medical Practice

PRACTICE POLICY – COMPLAINTS PROCEDURE

Patient Information Leaflet

All the doctors, nurses and staff at Oakley Health Centre believe in a modern, person-centred healthcare system that exists for the patient and is designed to meet, as far as possible, the needs and wishes of the individual receiving care and treatment and where appropriate their carer and/or representative.

Although everyone at the Practice strives to achieve this, we acknowledge that circumstances may arise when you feel let down or concerned by the service you have received and we would actively encourage you to bring the matter to our attention.

We operate a practice complaint procedure as part of the NHS system for dealing with complaints. Our complaints procedure meets NHS Scotland national criteria.

How to Complain

We hope that most issues can be resolved easily and quickly, often at the time they arise and with the person concerned. If you feel that you cannot, or don't want, to resolve the issue this way, you can raise your concerns with any member of staff, and if appropriate they will try to address your concerns.

Liz Holborn, Practice Manager is the nominated Complaints Officer for the Practice and is the person to contact if you don't want to bring the issue up with other staff.

They will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

If possible, 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 six months of the incident that caused the problem;
- or
- ▶ within six months of discovering that you have a problem, provided this is within twelve months of the incident.

What we shall do

We shall acknowledge your complaint within two working days and aim to have responded to your complaint within twenty (20) working days of the date you raised it with us. We will:

- © find out what happened and what went wrong

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- © enable you to discuss the problem with those concerned or another member of staff, if you would like this
- © give you a full explanation in writing if appropriate
- © identify what we can do to make sure the problem does not happen again

Complaining on behalf of someone else

We adhere strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must 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/age) of providing this. The practice has a printed statement that can be used.

Who should you complain to?

Normally, you should first complain to the practice. If you are not comfortable about complaining direct to the practice, you can ask someone at the local NHS Board/Community Health Partnership to help you make a complaint. A complaints officer will help you. This is called facilitation. Please contact:

Patient Relations Manager
Fife Acute Hospital
Hayfield House
Hayfield Road
Kirkcaldy
KY2 5AH

Tel: 01592 643355

Support

Making a formal complaint can be stressful, for the person complaining and the staff involved. The practice offers support for the person making a complaint and for the member of staff being complained about.

If you feel you do need support then please contact your local Citizens Advice and Right Fife (CARF) office who can signpost you to available services. Their contact details are:

Tel: 0345 140 0095 Open 10am- 3pm Mon to Fri

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Escalation

If you are dissatisfied with the practice response to your complaint, the following options are available:

- ▶ refer the complaint to the Patient Relations Office, NHS Fife, Hayfield House, Kirkcaldy, KY2 5AH, Tel. 01592 643355 for a further attempt at local resolution
- ▶ refer the complaint to the Public Services Ombudsman as the next level in the complaint process

Contact Details are: Bridgeside House, 99 McDonald Road, Edinburgh EH7 4NS
Tel: 0800 3777 330

You can also contact the Patient Advice and Support Service on 0800 917 2127 or visit their website at: www.pass-scotland.org.uk