

What cannot be dealt with by the new NHS Complaints Procedure?

There are certain things which cannot be dealt with under the NHS Complaints System.

These include:

- Complaints about private services or treatment
- Complaints about Local Authority Social Work services
- Events requiring investigation by a professional disciplinary body
- Events about which you are already taking legal action

If you are unsure whether your complaint falls into one of the above categories you should talk to the Complaints Officer.

Still Unhappy?

If you are still unhappy after the NHS Complaints Procedure has been exhausted you can ask the Health Service Commissioner (the Ombudsman) to investigate your case.

The Ombudsman is totally independent of both the NHS and the Government. As well as complaints about NHS services, he can investigate complaints about how the complaints procedure is working.

The Ombudsman is not obliged to investigate every complaint made to him, and in general, he will not take on a case which is being dealt with by the courts.

He can be contacted in writing or by phone at:

The Ombudsman
The Health Services Commissioner for Scotland
Ground Floor
1 Atholl Place
EDINBURGH
EH3 8HP

Telephone: 0131 255 7465

Mental Welfare Commission

The Mental Welfare Commission for Scotland may be able to help with some complaints about the Mental Health Service. The address is:

Mental Health Commission
25 Drumsheugh Gardens
EDINBURGH
EH3 7RB

NB

Remember, we would also like to hear favourable comments too.

**The Green Practice
Whitefriars Surgery
Whitefriars Street
PERTH
PH1 1PP**

PATIENT SATISFACTION/ DISSATISFACTION WITH SERVICE

Whilst the Medical Centre staff aim to provide the best possible service to all our patients, there are times when the patient's expectations are not fully realised.

This leaflet explains the procedure to follow if you wish to raise any points, both good and not so good.

If you are dissatisfied with the service you receive please let us know. On the other hand, if we are doing something really well, we would also like to know.

The Practice Manager, Mrs Jacqui Dawson, is only too happy to listen to your views.

We sincerely hope that the service you receive is what you would realistically expect and that you will not need to raise any concerns. However, if you feel that you have reason to be unhappy about anything, then the matter will be dealt with in a 'confidential' and timely manner.

Concerns of a Clinical Nature

If your concerns are of a 'clinical' nature, then this is best discussed with the doctor, or nurse, dealing with your day-to-day care. It is best to mention your concerns at the time, as that will allow the necessary reassurance to be given or, perhaps the opportunity to refer you to a colleague for a second opinion.

If you are still unhappy with the outcome, please address your complaint to the 'Senior Partner' of the Green Practice.

Complaints of a Non-Clinical Nature

Complaints of a non-clinical nature should be addressed to the Practice Manager, Mrs Jacqui Dawson. Alternatively, you may ask to see Mrs Dawson in order to discuss your concerns. She will then explain the complaints procedure to you and will ensure that your concerns are dealt with promptly.

In her absence, please ask to see one of the doctors.

General

If you are unable to let us know at the time that there is a problem, please let us know as soon as you possibly can.

In general, complaints will only be dealt with if made within the following time frame:

- Within 6 months of the incident that caused the problem, or
- Made within 6 months of you realising that you have something to complain about, as long as it is within 12 months of the event itself.

Acknowledgements

We shall acknowledge your complaint within 2 working days and aim to have investigated your complaint within 10 working days. We shall then be in a position to give an explanation, or offer a meeting with those involved and to decide on what further course of action, if any, is required.

In investigating your complaint, we shall aim to:

- Find out what, if anything, went wrong
- Enable you to discuss the problem with those concerned, if you would like this
- Ensure that you receive an apology, where this is appropriate
- Identify what we can do to try and ensure the same problem does not occur again

Complaining on behalf of other parties

The Practice is acutely aware of the need for medical confidentiality and we will therefore not discuss matters of a medical nature with others without their prior, written consent.

Attached staff or other agencies

We are pleased to hear your comments about other Health Board Staff attached to the practice or other NHS services provided but because we are not directly responsible for these services, it will be necessary for us to forward your comments to the appropriate body.

Local Resolution

We will endeavour to resolve your complaint at local level, i.e. within the Practice. This is referred to as the 'Local Resolution'.

Tayside Health Board

Of you are not satisfied with the outcome of our internal investigation, or if we are unable to deal with your complaint, we will refer your case to the Health Board's designated 'Complaints Officer' who is:

Mrs Morna Barclay
Tayside Health Board
PO Box 75
Gateway House
Luna Place
Dundee Technology Park
DUNDEE
DD2 1TP

Telephone: 01382 561818

Please do not contact the Health Board directly as they will not deal with the complaint but will pass it back to the Practice for internal investigation, and comments, in the first instance.

Health Council

If you are not happy with the outcome of the Health Board's findings, then you can contact the Health Council. Their details are as follows:

Tayside Health Council
52 South Tay Street
DUNDEE

Telephone: 01382 228212