

Comments, complaints and suggestions

Our aim is to provide a high level of care to all our patients. We are always willing to listen to ways that you think we can improve the service we provide.

Making a comment, complaint or suggestion

If you have any complaints or concerns about the service that you receive from the doctors or staff working for this practice, please let us know. If we've done well or you have a suggestion, please also tell us.

Early, local resolution

We aim to resolve most problems quickly and easily, often at the time they arise and with the person concerned, or within 5 working days.

All other concerns

If your problem cannot be resolved 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 few days, or at most a week) as this will enable us to establish the full details surrounding what happened. If this is not possible, please inform us of your complaint:-

- Within 6 months of the incident that caused the problem
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident

Please contact the Practice Manager regarding any complaint. They will explain the complaints procedure, and ensure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to the Practice Manager

In writing – some complaints may be easier to explain in writing. Please give as much information as possible, then send your complaint to the practice for the attention of the Practice Manager either by post to our practice address or by email to High-UHB.GP55836-Admin@nhs.net

Who else can help with my complaint?

For more help and advice, visit www.patientadvicescotland.org.uk

What we shall do

Our complaints procedure is designed to make sure we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to investigate your complaint within 20 working days of the date you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

- investigate what happened/went wrong
- enable you to discuss the problem with those concerned if you would like to do so
- ensure where appropriate that you receive an apology
- identify what we can do to avoid the problem from happening again

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining on behalf of someone else

Please note that we strictly abide by rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. Providing a signed letter from the person concerned, unless they are incapable (e.g. because of illness) will allow us to take the matter forward. We also have a consent form you can use for this purpose – please ask the Practice Manager for a copy.

What you can do next

Should you have a problem, we hope you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

If you remain dissatisfied with the responses to your complaint, you have the right to refer the matter to:

The Complaints Team
NHS Highland
PO BOX 5713
Inverness
IV1 9AQ

Phone: 01463 705997
Fax: 01463 711322
Email: nhshighland.feedback@nhs.net

If you remain dissatisfied with the outcome of your complaint, you have the option of contacting the Scottish Public Services Ombudsman (SPSO). The SPSO cannot normally look at:

- a complaint that has not completed our complaints procedure
- events that happened, or that you became aware of, more than 12 months ago
- a matter that has been or is being considered in court

The SPSO's contact details are:

SPSO 4 Melville Street Edinburgh EH3 7NS	Freepost SPSO (this is all you need to write on the envelope, and you don't need to use a stamp)	Freephone: 0800 377 7330 Online contact: www.spso.org.uk/contact-us Website: www.spso.org.uk Mobile site: http://m.spso.org.uk
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Help us get it right

We constantly try to improve the service we offer. Please let us know when you think we have exceeded your expectations or if you have suggestions as to how we can do something better!

Fairfield Medical Practice



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V2 May 2017