

MONIFIETH MEDICAL PRACTICE

Feedback & Complaints Procedure

Patient Information Leaflet

Practice feedback & complaints procedure

If you wish to feedback or complain about the service that you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice feedback & complaints procedure as part of the wider NHS system. Our feedback & complaints system meets national criteria as laid out within the Patients Rights (Scotland) Act 2011.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out 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 matter of days or at most a few weeks. This will enable us to establish what happened more easily. If it is not possible to do this please let us have 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.

Feedback or complaints should be addressed to Mrs Eliza Matthew-Hiney, the Practice Manager or any of the doctors. Alternatively, you may ask for an appointment with Mrs Matthew-Hiney in order to discuss your concerns. She will explain the complaints procedure to you and ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your concerns.

What we shall do

We shall investigate and respond to your complaint within 20 working days from the date when you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved. In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong;
- Enable you to discuss the problem with those concerned, if you would like this;
- Ensure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

Independent Advice and Support

We hope that if you have a problem you will make use of our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you feel you cannot raise your complaint with us you may contact the following services to help you.

Dundee Citizens Advice Bureau
Central Library
Level 4 Wellgate Centre
Dundee
DD1 1DB
01382 307494

If you are dissatisfied with the result of our investigation and local resolution has not been found, you are at liberty to take matters to the Scottish Public Services Ombudsman

Scottish Public Services Ombudsman
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

Freepost SPSO

Free phone: 0800 377 7330
Online contact www.spsso.org.uk/contact-us
Website: www.spsso.org

Support is also available from the Patient Advice and Support Service (PASS), an independent service which provides free, accessible and confidential advice and support to patients, their carers and families about NHS healthcare. Their telephone number is 0800 224488.