

## **PATIENT FEEDBACK AND COMPLAINTS GUIDANCE**

The Practice is always delighted when we receive positive feedback and letters of thanks and these are always a welcome boost to the team.

However, we accept that we do not always get things right and below explains how you can let us know that.

### **Practice Comments and Complaints Procedure**

If you have a comment, complaint or concern about the service you have received from the doctors or any of the staff working in this Practice please let us know. We operate a Practice complaints procedure as part of an NHS procedure for dealing with complaints. Our complaints procedure meets national criteria.

### **What do I need to do?**

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, 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:

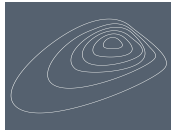
- within 6 months of the incident that caused the problem
- **or**
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

You can ask Reception for a Complaint Form or alternatively telephone the Practice and ask to speak to the Practice Manager, or you can just write to the Practice. Complaints should be addressed to the Practice Manager. Alternatively you may ask for an appointment with the Practice Manager in order to discuss your concerns. The complaints process will be explained to you ensuring that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

### **What we shall do**

We aim to acknowledge your complaint within 2 working days and aim to have looked into your complaint within 20 working days of the date 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 does not happen again.



**Complaining on behalf of someone else**

Please note that we keep strictly to the 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. A letter signed by the person concerned will be needed unless they are incapable (because of illness) of providing this.

**NHS Grampian Complaints Team**

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, but this does not affect your right to approach NHS Grampian if you feel you cannot raise your complaint with us. In this instance you should contact:-

Carol Clark  
Feedback Advisor  
Feedback Service,  
NHS Grampian  
Summerfield House,  
Eday Road,  
Aberdeen.  
AB15 6RE

Tel: 01224 558710

If you require help formulating your complaint, you can contact:-

Independent Advice & Support Service  
Citizens Advice Bureau  
41 Union Street  
ABERDEEN  
AB11 5BN

Tel: 0845 330 5012

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However, if you are unsatisfied with the investigation of your complaint by Skene Medical Group, you can contact the Scottish Public Services Ombudsmen at:-

SPSO,  
4, Melville Street,  
Edinburgh. EH3 7NS

0800 377 7330

[www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)