**Cowdenbeath Medical Practice**

**Patient Leaflet**

**Feedback, Comments, Concerns and Complaints**

**Complaints Procedure**

Cowdenbeath Medical Practice is committed to providing high quality care and treatment to all our patients. We understand however that there may be occasions when you feel you wish to express dissatisfaction about our service. The purpose of this leaflet is to explain what to do if you have a complaint about the service the Practice provides to you.

Most complaints arise as a result of a misunderstanding or poor communication. By providing a structured complaints procedure we aim to deal with complaints “inhouse” at Practice level, thus speeding up the process, improving patient relationships and decreasing the stress for all concerned that often follows with a formal complaint. Our in-house complaints procedure does not deal with matters of legal liability or compensation but we hope that you will give us the opportunity of looking into, and if necessary correcting any problems that may have arisen.

**How do I make a complaint?**

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know in writing as quickly as possible to enable us to investigate the matter and establish what happened.

If this is not possible please let us have details of your complaint as follows:-

* Within 6 (six) months of the incident that caused the problem
* Within 6 (six) months of you discovering that there is a problem, provided this is within 12 (twelve) months of the incident

Our Practice Manager will be happy to deal with any complaints that you may have and will fully explain the procedure and ensure that your concerns are dealt with appropriately.

If you wish to make a complaint, please do so:-

1. In writing addressed to Lisa Herd, Practice Manager, Cowdenbeath Medical Practice, 173 Stenhouse Street, Cowdenbeath, KY49DH.
2. Ask to speak with Lisa Herd, Practice Manager, either in person on the telephone.
3. Through email to [Fife.cmpfeedback@nhs.scot](mailto:Fife.cmpfeedback@nhs.scot)

**What Will We Do?**

We have a two-stage complaints procedure. We will always try to deal with your complaint quickly, but if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on the progress

**Stage One: Early, Local Resolution**

We will acknowledge and try to resolve your complaint quickly, within five working days if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at the Stage two level.

**Stage Two:**

We look at your complaint again if you are dissatisfied with our response at Stage One.

Some complaints, if they are complex and need detailed investigation, will be dealt with immediately under Stage Two. We will acknowledge your complaint within five working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.

If after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you have the option to contact the Scottish Public Services Ombudsman (SPSO):-

Scottish Public Service Ombudsman (SPSO)

Bridgeside House, 99 McDonald Road,

Edinburgh,

EH7 4NS

Telephone: 0800 377 7330

Email: [ask@spso.org.uk](mailto:ask@spso.org.uk)

Website: [www.spso.org.uk](http://www.spso.org.uk)

In addition you may wish to contact the Patient Advice and Support Service (PASS) who are an independent service providing advice and support to patients who wish to provide feedback or make a complaint about NHS treatment. You will find information about PASS on their website, <http://www.patientadvicescotland.org.uk/> or by contacting your local Citizens Advice Bureau.

**Where the Complainant is Not the Patient**

If you are making a complaint on behalf of someone else we keep strictly to the rules of confidentiality which we are required by law to follow.

We will need to ascertain whether the patient has consented to the complaint being made and that the person acting on their behalf is authorised to do so.

In this case the person whom the complaint relates to must complete a statement giving consent and this must be submitted before the complaint will be investigated further. This statement can be found on the back page of this form or a copy can be obtained from Reception.

If the person whom the complaint relates to is unable to give consent then the appropriate documentation must be in place to allow us to continue with the complaint.

**Feedback, Comments and Suggestions**

To allow us to continue to improve the service that we provide to our patients we welcome your feedback, comments and suggestions. We are also happy to hear about a positive experience that you may have had within the Practice.

Feedback, comments and suggestions may be given by:-

1. Completing the Feedback from and putting it into our dedicated suggestion box in the Reception area. This form is available from Reception
2. Asking to speak with the Practice Manager
3. Emailing Fife.cmpfeedback@nhs.scot. 4. In writing to: - The Practice Manager, Cowdenbeath Medical Practice, 173 Stenhouse Street, Cowdenbeath, KY49DH