# Comments, complaints and suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

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| Making a complaint If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.  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 **formal** 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 that is within 12 months of the incident.   Our Practice Manager will be pleased to deal with any complaint – formally or informally – whichever you prefer. If you have any concerns about any aspect of your care but are anxious about making a complaint the Practice Manager will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:  ***In person or by phone*** – ask to speak to the Practice Manager.  ***In writing***  – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible. |  | What we shall do Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.  We shall acknowledge your complaint within 3 working days and aim to have looked  into your complaint within 20 working days of the date when you raised it with us.  We will make every effort to resolve the complaint within 5 days if possible, unless it involves more complex issues that require investigation  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:   * Find out what happened and what went wrong. * Make it possible for you to discuss the problem with those concerned, if you   would like this.   * Make sure you receive an apology, where appropriate. * Identify what we can do to make sure the problem doesn’t happen 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 keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. Their consent will therefore be needed, unless they are  incapable (because of illness) of providing this. |

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| **What you can do next**  We hope that, if you have a problem, 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 Scottish Public Services Ombudsman, to request an independent review of your complaint.  The address to contact is:  **SPSO**  Bridgeside House  99 McDonald Road,  EDINBURGH EH7 4NS  Tel 0800 377 7330 Text 0790 049 4372 Fax 0800 377 7331 [Email ask@spso.org.uk](mailto:ask@spso.org.uk)  <http://www.spso.org.uk/>  OR : FREEPOST SPSO Help us get it right We constantly try to improve the service we offer.  Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better. |  | **Quarryfoot Practice**  **Bonnyrigg Health Centre**  **109-111 High Street**  **Bonnyrigg EH19 2ET** 0131 537 9828Comments, complaints and suggestions |