

COMPLAINTS PROCEDURE

PATH HOUSE MEDICAL PRACTICE

7 Nether Street
KIRKCALDY
KY1 2PN

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, preferably 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 as soon as possible, because this will enable us to establish what happened more easily.

You should let us have details of your complaint:

- As soon as possible after the incident of concern; or
- Within 6 months following the incident of concern; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Gillian Crowe, Practice Manager or the doctors. Complaints can be in hard copy letter form or emailed to fife.f20998pathhousepatients@nhs.scot. Any emailed complaints will be replied to in hard copy letter form. Alternatively, you may ask for an appointment with Gillian to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are investigated promptly. It will be a great help if you are as specific as possible about your complaint.

WHAT WE SHALL DO

We shall acknowledge your complaint within 5 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.

When investigating the complaint, we 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; and
- Identify what we can do to make sure the problem does not happen again.

DISCLOSURE OF HEALTH INFORMATION

You should note that when investigating your complaint, information from your health records may need to be disclosed to those handling the complaint, but this information will only be shared on a need-to-know basis. You will be given the opportunity to refuse to allow this to happen, although this may affect the handling of your complaint.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of patient confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by concerned will be needed, unless they are incapable (because of illness) of providing this.

SCOTTISH PUBLIC SERVICES OMBUDSMAN

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 give us an opportunity to improve our practice. However, if you are dissatisfied with the outcome of our investigation into your complaint, you can make your complaint to the Scottish Public Services Ombudsman who looks into complaints about public bodies, including the Health Service. You should address your complaint to:

The Scottish Public Services Ombudsman
4 Melville Street
EDINBURGH
EH3 7NS
Tel: 0870 011 5378