

# Murrayfield Medical Practice

## Patient Information Leaflet – COMPLAINTS

### Practice complaints procedure

If you have a complaint or concern about the service you have received from the Doctors, Nurses or any of the staff working in this 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, 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 addressed to Mrs Fiona Gilbert, Practice Manager as soon as possible, ideally within a matter of days. 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

### What we will do

We will acknowledge your complaint within 3 working days and aim to have looked into the situation within 10 working days of the date that you raised it with us. In investigating your complaint, we will aim to:

- Find out what happened and what went wrong
- Offer a meeting with those concerned, if this is what you want
- Provide you with a response and an apology where appropriate and introduce changes to the way in which we work to avoid a similar problem happening in future
- Should there be a delay in order to carry out a thorough assessment of a complaint; the practice will issue an interim letter advising that further contact will be made within 10 working days to confirm the progress of the complaint or provide a full reply. This may need to be repeated as required.

### 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 note signed by the person concerned will be required, unless they are unable to do so because of illness.

### Complaining to the 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 opportunity to resolve the problem and improve the way we work. This does not affect your right to approach the Scottish Public Services Ombudsman, should you feel unable to raise your complaint directly with us, or if you are dissatisfied with the result of our investigation.

### Contact details:

SPSO  
Bridgeside House  
99 McDonald Road  
Edinburgh  
EH7 4NS

### Freepost address:

FREEPOST SPSO

Freephone: 0800 377 7330

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