

LEITH SURGERY
2 Duke Street, Edinburgh, EH6 8HQ

Practice Complaints Procedure

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

Who should I complain to?

When complaining about any NHS service, you should first complain direct to the person or organisation providing the service. If your complaint is about a Hospital, Scottish Ambulance Service or NHS24 you should speak to the complaints officer at the organisation.

If you don't feel comfortable doing this you should complain to the Scottish Public Services Ombudsman if the complaint is about Leith Surgery or Lothian NHS Board if the complaint is regarding NHS services other than Leith Walk Surgery, contact details are at the end of this document.

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 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 the most, a few weeks – this will enable us to establish more easily what has happened.

If it is not possible to do this, please let us have details of your complaint:

- **Within 6 weeks of the incident that gave rise to the complaint but;**
- **Usually not later than 6 months from the incident that gave rise to the complaint**

A standard form C1 for filling in the details is attached. It is important that you give us a full account of any incident that may have occurred and if necessary the events leading up to it with respect to dates and if possible the names of the people concerned.

Complaints should be addressed to the Practice Manager. It is helpful to receive your complaint in writing because it makes it clear what you are concerned about. Alternatively you may ask for an appointment with the Practice Manager in order to discuss your concerns. They will explain the Practice Complaints Procedure to you and make sure that your concerns are dealt with expediently. Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we will require then to fill in a Disclosure of Confidential Information Consent Form (Complaints), giving their informed consent for you to act on their behalf. All complaints will be investigated even when, under certain circumstances, it may be impossible for a patient to give the necessary consent.

What we will do

We shall acknowledge receipt of your complaint within two working days and we will endeavour to resolve your complaint within 10 working days. However, on occasions when we are unable to keep within our recommended time limits – we shall keep you informed. If necessary we will make an appointment for you to discuss the matter further with either the Practice Manager or the Complaints Officer.

What if I'm not satisfied with the reply?

If you are not satisfied with the reply you can:

- Write again to the complaints officer to explain what you disagree with in the letter and why, or
- You can contact the Scottish Public Services Ombudsman with details of your complaint.

Contact Details

Leith Walk Surgery

Dawn Saltman
Practice Manager
Leith Surgery
2 Duke Street
Edinburgh
EH6 8HQ
Tel: 0131 554 6471

Scottish Public Services Ombudsman

FREEPOST EH642
Edinburgh
EH3 0BR
Tel: 0870 011 5378

NHS Lothian Health Board (for complaints about the health service in Lothian but not the practice)

Patient Experience Team
Tel: 0131 537 9234

Or feedback@nhslothian.scot.nhs.uk

Form C1

Patients Name:
Patients Address:
Patients Date of Birth:

Complainants Name:
Complainants Address:
Complainants Telephone Number:
Time Period Referred to:

Date and time of incident: ¹
Location of incident:
Person(s) concerned:
Exact details of incident(s):
This is an accurate and full account of the events which occurred.
Signature: Date:

¹ You may prefer to submit these details of a separate sheet of paper – if possible typewritten

Form C1 – Continuation Sheet

Form C2

**Disclosure of Confidential Information (Complaints)
Consent Form**

This consent form is required to be completed and returned by the patient (or their next of kin if the patient is unable to give their consent) before confidential information can be disclosed to someone else.

Section 1: Patient Details

Patient's Name:	
Patient's Address:	
Patient's D.O.B:	
Telephone:	

Section 2: Statement by the Patient or Next of Kin where patient is unable to consent (tick A or B as appropriate)

A) I hereby give my informed consent to any and all of the Doctors who consult from or have consulted from Leith Walk Surgery, 60 Leith Walk, Edinburgh, EH6 5HB to provide information from my medical records to the person named in Section 3 of this form.

B) I am the patient's next of kin. The patient is unable to give consent.

Please tell us why the patient is unable to give consent

Signed: **Date:**

Section 3: Details of the person to whom confidential information is to be disclosed

Name:	
Address:	
Telephone:	

**ACCESS TO MEDICAL RECORDS
AUTHORISATION TO A THIRD PARTY**

Patients Name:
Patients Address:

I hereby give my informed consent to any and all of the Doctors who consult from or have consulted from Leith Walk Surgery, 60 Leith Walk, Edinburgh, EH6 5HB, to provide information from my medical records to the following named person(s).

Complainants Name:

I fully understand that this mandate is in connection with a complaint that is being made against the Doctors or other staff members of the Practice with respect to the service that they have provided.

Patients Signature:	Date:
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