

Aberfoyle and Buchlyvie Medical Centre

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Drs Morrison and Cox

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www.aberfoyle-buchlyviesurgeries.co.uk

COMPLAINTS PROCEDURE

We make every effort to give the best service possible to everyone who attends our Practice.

However, we are aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would like the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the Practice Manager John McLeod who will deal with your concerns appropriately.

In General

If you have a complaint to make, you should contact the Practice Manager John McLeod. We will endeavour to:

1. Acknowledge any letter within 3 working days of receiving it.
2. Deal with the matter as promptly as possible – usually within 20 working days – dependent on the nature of the complaint.

Who can complain?

- Complainants may be current or former patients, or their nominated or elected representatives (who have been given consent to act on the patients behalf).
- Patients over the age of 16 whose mental capacity is unimpaired should normally complain themselves, or authorise someone to bring a complaint on their behalf.
- Children under the age of 16 may also make their own complaint, if they're able to do so.
- If a patient lacks capacity to make decisions, their representative must be able to demonstrate sufficient interest in the patient's welfare and be an appropriate person to act on their behalf. This could be a partner, relative or someone appointed under the Mental Capacity Act 2005 with lasting power of attorney.

Appropriate person

In certain circumstances, we need to check that a representative is the appropriate person to make a complaint.

- For example, if the complaint involves a child, we must satisfy ourselves that there are reasonable grounds for the representative to complain, rather than the child concerned.
- If the patient is a child or a patient who lacks capacity, we must also be satisfied that the representative is acting in the patient's best interests.

If we are not satisfied that the representative is an appropriate person we will not consider the complaint, and will give the representative the reasons for our decision in writing.

Time limits

A complaint must be made within 12 months, either from the date of the incident or from when the complainant first knew about it.

Regulations state that a responsible body should only consider a complaint after this time limit if:

- The complainant has good reason for doing so, and
- It's still possible to investigate the complaint fairly and effectively, despite the delay.

Complaining on behalf of someone else

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. A Letter of Authority signed by the person concerned will be required, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form must then be completed; this can be requested from Reception. Once this Form is completed we can then proceed with the complaint.

Procedure

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

Stage One – early, local resolution

We will try to resolve your complaint within five working days if possible. For issues that have not been resolved at the early resolution stage or that are complex the complaint will be escalated to stage two.

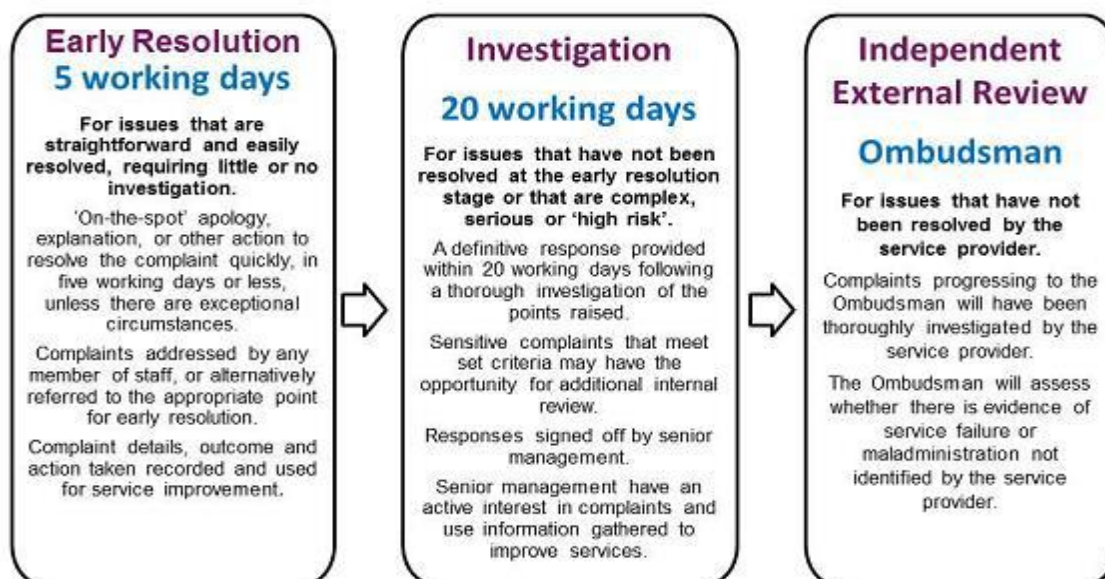
Stage Two – Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage One.

We also escalate some complaints straight to this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within 3 working days, and we will give you our decision as soon as possible. This will be within 20 working days unless there is clearly a good reason for needing more time to respond.

The NHS Model Complaints Handling Procedure



Your Rights

If, after receiving our final decision, you remain dissatisfied you may contact the Scottish Public Services Ombudsman (SPSO) and ask them to consider your case.

We will tell you how to do this when we send you our final decision.

Tel: 0800 377 7330 Tel: 0800 377 7331 E: ask@spsso.org.uk W: www.spsso.org.uk

Address for appointments or visiting: Scottish Public Services Ombudsman Bridgeside House 99 McDonald Road Edinburgh EH7 4NS

Support

Support is available to support people in pursuing a complaint and if required you can contact Patient Advice and Support Service (PASS), the details for Forth Valley PASS are PASS, 47 Drysdale Street, Alloa, FK10 1JA, Telephone 01259 219 404.

