

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 at 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.

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, as this will allow us to establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint within 6 months of discovering you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager, Mrs Joyce Cross, or to any of the Doctors. If you wish, you may make an appointment with Mrs Cross and she will explain the complaints procedure to you, and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

WHAT WE WILL DO

We will acknowledge your complaint within three working days, and aim to have looked into your complaint within twenty 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. On investigating your complaint, we shall 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.
- Identify what we can do to make sure that the problem does not happen again.

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 is required, unless they are incapable (because of illness) of providing this.

WHAT YOU CAN DO NEXT

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 to put right whatever went wrong, and give us the best opportunity to improve our Practice. However, if you are not comfortable dealing direct with the Practice, you may wish to contact the Health Board Complaint Service staff at:

NHS Forth Valley Patient Relations and Complaint Service
Admin Building
Westburn Avenue
Falkirk
FK1 5SU
Tel: 01324 678530 <mailto:FV-UHB.complaints@nhs.net>

They can offer advice and support towards making the complaint resolution process easier in such circumstances.

If you are unhappy with the response made by the Practice to your complaint, you have the right to refer the matter to the Scottish Public Services Ombudsman, at:

SPSO
Freepost EH641
Edinburgh
EH3 0BR
Tel: 0800 377 7330
Online complaints facility: www.scottishombudsman.org.uk

Tryst Medical Centre
April 2012

TRYST MEDICAL CENTRE

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PATIENT INFORMATION LEAFLET

431 KING STREET
STENHOUSEMUIR
FK5 4HT

01324 551555