

Appendix A

Comments, complaints and suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making a complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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 most a few weeks – because 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 that is within 12 months of the incident.

Ruth Betley, Practice Manager will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to Ruth Betley in her absence the Team Leader at the site you are attending. Fiona Robson – Lamlash, Hazel Mackenzie/Agnes Madden – Brodick and Elma Judge – Shiskine.

In writing – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of Ruth Betley Practice Manager as soon as possible

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked in your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either person or in writing.

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 his or her permission to do so. A note signed by the person concerned will be needed, 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 use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

If you remain dissatisfied with the responses 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 0870 0115378

Their web address is:

[Scottish Public Services Ombudsman](http://www.scottishombudsman.org.uk), also
www.scottishombudsman.org.uk which has an on-line complaints facility

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

Ruth Betley, Practice Manager

Arran Medical Group, Lamlash Medical Centre
Lamlash, Isle of Arran, KA27 8NS

Telephone: 01770 600 516

Arran Medical Group

How to contact us regarding

Comments, complaints and suggestions