

Where the complainant is not the patient

I..... authorise this
complaint to be made on my behalf by
..... and I
agree the practice may disclose to
..... (only
so far as necessary to answer the complaint) confidential
information about me which I provided to them.

Patient's signature

Date

Name and Address
.....
.....
.....

Date of Birth

*Thank you for taking the time to read this leaflet, we hope you have
found it helpful and informative.*

*If you have any suggestions please send them to our PPG
(Patient Participation Group) at:*

**Academy Medical Centre
Academy Street
Forfar DD8 2HA Tel 01307 462316
www.academymedicalcentre.co.uk**

Academy Medical Centre

Patient Information Leaflet No 10

Comments, Suggestions and Complaints



Academy Street
Forfar DD8 2HA
Tel 01307 462316

What can you complain about?

You can complain about any aspect of the service we provide.

Who can complain?

Any patient registered with the practice.

In certain circumstances a complaint can be made on behalf of someone else, as long as that person has given consent.

If a patient is incapacitated or unable to give consent, a relative or other representative complain on their behalf.

A complaint can also be made on behalf of someone who has died.



How to make your suggestion or complaint

We hope that most problems can be sorted out quickly and easily, 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 to 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 six months of the incident or within six months of discovering that you have a problem, provided this is within twelve months of the incident.

Complaints should be addressed to Mrs Diane Meek, Practice Manager. Alternatively, you may ask for an appointment with the Practice Manager or Dr K S MacCallum, senior partner, in order to address your concerns. 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 shall do

We shall 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 that you receive an apology where this is appropriate
- Identify what we can do to make sure 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 will be needed, unless they are incapable (because of illness) to provide this.

NHS Tayside

NHS Tayside has a separate complaints and advice team. This team will be able to give impartial advice and support but it must be made clear that NHS Tayside cannot assume responsibility for either the circumstances leading to the complaint or for the resolution of the complaint as this rests solely with the GP practice.

Complaints and Claims Manager

Complaints and Advice Team

Level 7

Ninewells Hospital

Dundee

DD1 9SY

Freephone: 0800 027 5507

Email:nhstaysidecomplaints@thb.scot.nhs.uk