

THE COMPLAINTS PROCEDURE – PRACTICE PROTOCOL

CULLODEN SURGERY

Drs Urquhart & Alexander

1. Practice Complaints Administrator is Mrs Charlotte Leggatt, Practice Manager. If she is not present one of the doctors will deputise.

The complaints administrator will be responsible for receiving complaints, taking all necessary action to investigate and then putting together a response.

2. Initial Contact The team member who handles the initial contact should give a copy of the Practice Complaints Information Leaflet* CP 1 to the person complaining and refer him or her to the practice complaints administrator immediately not attempting to investigate the complaint further unless it is a very simple matter, than can be resolved straight away. If the initial contact is long and/or complicated the person handling it may wish to make notes at the time or very soon afterwards. This could be done on an interview form *CP2. A suitable time and place should be arranged with the person complaining for a meeting with Mrs Leggatt.
3. The Complaint The complaining administrator will see, or if appropriate telephone, the person immediately, if possible, or by appointment – and always in private. The person complaining should be given time to fully express their concerns. Detailed notes of this interview should be made using a practice complaint form *CP3. This form should be signed by the person complaining and they may be given a photocopy. The complaints administrator will also explain fully to the person complaining how their complaint will be dealt with as in Practice Complaints Information Leaflet CP1.
4. Acknowledgement Everyone who makes a complaint will receive a note of acknowledgement within 2 working days of the initial contact. (Prepared letter in complaints file)* CP4
5. Investigation The complaints administrator will investigate the complaint along with the doctor(s) and any other staff involved making notes on the Complaint Action/Summary Sheet* CP5 and/or interview form as necessary. Outside advice will be sought as appropriate.
6. Communication/Responses The complaints officer and doctor(s) will discuss ‘the findings’ to decide a response within 10 working days of his/her original contact with the practice. It may also be appropriate to invite the person complaining to meet with those involved in the complaint in order to resolve the situation.

7. The Complaints File records of all complaints will be kept separately from patients notes in a complaints file. This file will contain copies of all the forms and letters asterisked above. Copies of the practice complaints information leaflet will also be kept at the reception desk and we will have a poster outlining the complaints procedures in the waiting room.

8. Review We will review all our complaints annually in April and audit as necessary.

9. Form List
 - CP 1 Practice Complaints Information Leaflet

 - CP 2 Interview Form

 - CP 3 Practice Complaint Form

 - CP 4 Acknowledgement of Patients Complaint (Prepared Letter)

 - CP 5 Complaint Action / Summary Sheet

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CP 1

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PATIENT INFORMATION LEAFLET

It is very important to us that we provide the best service to our patients that we can, and it is therefore very helpful to us to know your comments, suggestions and complaints about the service you have received from the doctors or any of the staff working in this practice,

Practice Complaints Procedure

If you have any complaint or concern 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** – 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 this is within 12 months of the incident.

Complaints should be addressed to Mrs Charlotte Leggatt, Practice Manager, or any of the doctors. Alternatively, you may ask for an appointment with Mrs Leggatt in order to discuss 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 2 workings days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved. In 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 the problem doesn't 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) of providing this.

Complaining to the Health Board

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 of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach NHS Highland, if you feel you cannot raise your complaint with us **or** you are dissatisfied with the result of our investigation. You should contact NHS Highland on 01463 704000.

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CP 2

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INTERVIEW SHEET

Date:

Name of Person Interviewed:

Address:

Name of Interviewer:

Comments:

Content agreed with person interviewed.

Signed:- (Interviewee)

Signed:- (Interviewer)

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CP 3

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COMPLAINT FORM

Complaint's details

Name

Address.....

.....

Patient's details (where different from above)

Name

Address

.....

Date of birth Usual GP

Details of complaint (including date(s) of events and persons involved.)

Complainant's signature Date:

Where the Complainant is not the patient:

Iauthorise the complaint set out overleaf to be made on my behalf by..... and I agree that the practice may disclose to (only in so far as is necessary to answer the complaint) confidential information about me which I provided to them.

Patient's signature Date

Name and Address

CP 4

Dr C Urquhart
Dr J Alexander
Culloden Surgery
Keppoch Road
Culloden
INVERNESS
IV2 7LL

Tel: 01463 793400

Date

Ref

Dear Mr

Thank you for your letter date _____ raising your concerns. It has been passed to me for appropriate investigation and action.

I am writing to let you know that I am looking into the points you made and will contact you with a full response as soon as I am able. Please feel free to contact me again in the meantime if you want to discuss the matter further.

Yours sincerely

Signed

Named Person

(Usually the Practice Manager)

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CP 5

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ACTION/SUMMARY SHEET

Complainant:	Patient's GP:
Patient (if different):	GP(s)/staff member(s) Involved
Address:	

Date complaint received: by telephone / in person / letter

Date acknowledged:

Brief details of complaint:

Meeting held (date):

Letter of explanation sent (date):

Brief details of response:

Investigation completed within 10 working days? : YES / NO

Reason why, if not:

CULLODEN SURGERY
DR URQUHART & ALEXANDER
COMPLAINTS RECORD

(Tick, Date & Initial Each Box Required)

DATE	NAME	NO FURTHER ACTION	CP1	CP2	CP3	CP4