

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



Complaints, Suggestion and Feedback Information Guide

Nairn Healthcare Group

Cawdor Road
NAIRN
IV12 5EE
Tel: 01667 452096

Ardersier Branch Surgery

142 Manse Road
ARDERSIER
IV2 7SR
Tel: 01667 452096

WEBSITE: www.nairnhealthcaregroup.co.uk

EMAIL: high-uhb.gp55041-reception@nhs.net

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.

Help us to 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.

You can fill out a suggestion form which is available at both Nairn and Ardersier or drop us an email at high-uhb.gp55041-reception@nhs.net.

NHS Highland is pleased to offer a conciliation service and this may take place where:

- A complaint or investigation is already underway by the Practice
- A patient wishes to complain and it is unreasonable to complain directly to the GP
- The Practice has completed its complaint procedure and the patient is still dissatisfied

If you wish to make use of the service, please contact:

**The Complaint Team
NHS Highland
John Dewar Building
Inverness Retail Park
Highlander Way
INVERNESS
IV2 7GE**

Tel: 01463 705997

Email: nhshighland.complaints@nhs.net

Making a complaint

If you have 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.

We will be pleased to deal with your complaint. We will explain the procedure to you and make sure your concerns are dealt with promptly. Some complaints may be easier to deal with in writing – please give us as much information as you can then send your complaint to the practice for the attention of the management team 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 into 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.

We shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned and 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