

KIRKVIEW MEDICAL PRACTICE

Complaints Procedure for Patients

GP Practices are independent of the NHS in Scotland, and are contracted to provide services on behalf of NHS boards. This means we are responsible for running the business affairs of our own practice which includes responding to patient feedback- including concerns and complaints.

The national Complaint Handling Procedure for the NHS, based on best practice, recognises the value of you making direct contact with your GP, to assist with early and quick resolution of issues. Only in exceptional circumstances, where you feel unable to make direct contact with your GP, will NHS Lanarkshire become involved.

We would therefore encourage you to make direct contact with our Practice Manager, Lorna Fyfe, at lorna.kayfyfe@lanarkshire.scot.nhs.uk.

Where possible we ask that concerns are raised in writing as this ensures the information you have relating to your concerns is documented in a clear and concise way and helps provide an accurate record for all parties concerned.

Once you have contacted the practice, we will acknowledge receipt of your complaint and advise on how we intend to proceed in order to reach an appropriate resolution.

For your information, the Patient Advice and Support Service (PASS) can help you with independent advice and support if you need it in terms of raising a complaint. You can contact them by telephone on 0800 917 2127. You can also go to your local Citizens Advice Bureau or visit their website: www.cablanarkshire.org.uk.

Alternatively, please ask our staff for a copy of the NHS Lanarkshire public facing complaints procedure, which Kirkview Medical Practice comply with. This gives you information on the types of complaints we can receive and how we go about investigating them.