

GP COMPLAINTS - We hope that if you have a problem, you will use our complaints procedure. We believe that this will give us the best opportunity to resolve your complaint and improve our service in the future.

Complaints Officers:

Dori Gyulai, Portobello Surgery or Karen Lee, Conan Doyle Medical Centre in the first instance.

COMPLAINING TO THE HEALTH BOARD

- However, you still have the right to complain to the Health Board if you feel you cannot approach us about your problem or if you are dissatisfied with the result of our investigation of your complaint.

If this is the case, you should contact:

NHS Lothian Complaints Team
Patient Experience Team

2nd Floor
Waverley Gate
2-4 Waterloo Place
Edinburgh
EH1 3EG
Tel: 0131 536 3370

Email: feedback@nhslothian.scot.nhs.uk

**Or submit your complaint directly to the Scottish Public Services Ombudsman
Bridgeside House, 99 McDonald Road,
Edinburgh EH7 4NS:
By mail to: Freepost SPSO**

Freephone Advice line: 0800 377 7330

Online at: www.spsso.org.uk/online-contact

**Scottish Public Services
Ombudsman Service**

The Scottish Public Services Act came into force on 23 October 2002. This Act establishes a single complaint handling system, replacing the systems formerly run by the Scottish Parliament, Health Service, local Government and Housing Ombudsman.

The person aggrieved may make a complaint to the Ombudsman. In addition, a representative authorized in writing by the aggrieved person to complain on their behalf may make complaints. The ombudsman's office expects complainants to have taken the first steps, ie. taking up the complaint with the body concerned, before they will consider the complaint. The Ombudsman's contact details are:

Scottish Public Services Ombudsman
Freepost SPSO
Telephone: 0800 377 7330
Fax: 0800 377 7331
Email: enquiries@scottishombudsman.org.uk
<http://www.spsso.org.uk/>

Practice enquiries to

Dori Gyulai
Practice Manager
265 Portobello High Street
Edinburgh EH15 2AW
0131 669 8406

Or

Karen Lee
Branch Manager
Conan Doyle Medical Centre
4 Nether Liberton Lane
Edinburgh EH16 5TY
Tel: 0131 666 5160

**PORTOBELLO SURGERY AND CONAN
DOYLE MEDICAL CENTRE**



Dr Ann Comiskey
MC ChB BAO DCH Dobs MICGP Dublin 1987

Dr Ramon McDermott
MC ChB MRCGP MICGP DCH DObs MFHom
Dublin 1988

Dr Linda Bertram
MB ChB MRCGP Edinburgh 1993

Dr Clare Miller
MB ChB MRCGP DRCOG DFFP Edinburgh
1993

Dr Lorna Goldring
MA BM BCh MRCGP DRCOG Oxford
2003

Dr Garreth Callaghan
MA (Cantab) MBChB MRCGP Edinburgh 2009

Dr Caroline Mains
MBChB 2010, RCGP 2015

**COMPLAINTS
LEAFLET**

Help Us To Help You

PORTOBELLO SURGERY
CONAN DOYLE MEDICAL
CENTRE
COMPLAINTS SYSTEM

The doctors and staff of the practice hope that you will not feel it necessary to complain, however if you do we trust that this leaflet will help you to do so.

We operate a practice complaints system as part of an NHS-wide system for dealing with complaints. Our system meets national criteria.

This leaflet is intended to give you a brief guideline of the complaints procedure operating in our practice and if you do have occasion to complain about any aspect of the service offered, it may be of some help to you.

We hope that by handling patient complaints within the Practice, we can improve our service to you.

THE AIM OF THE PRACTICE IS TO PROVIDE A CARING, EFFICIENT AND HIGH QUALITY SERVICE TO OUR PATIENTS.

WHO CAN COMPLAIN

ANYONE receiving NHS treatment who is registered, or has been accepted for registration, or is being treated temporarily by Portobello Surgery/ Conan Doyle Medical Centre. If you, the patient, are unable to complain a relative or friends may complain on your behalf, **ONLY WITH YOUR SIGNED PERMISSION.**

TIME LIMIT - As soon as possible after the event but no longer than 12 months unless there is a very good reason for the delay. This applies mostly to medical issues: administrative issues should be addressed as soon after the event as possible to ensure an accurate account can be recalled.

HOW TO COMPLAIN

The Scottish Office encourages local resolution of all complaints if this is at all possible. We hope most difficulties can be sorted out as and when they arise with the person concerned. If this is not the case, and you wish to make a complaint, please let us know **as soon as possible** so that we can establish what happened more easily. If this is not possible, please give us details of your complaint within the 12-month time limit period, unless there is good reason for the delay.

You should address your initial complaint either verbally or in writing to **Ms Dori Gyulai, Portobello** or **Ms Karen Lee, Conan Doyle Medical Centre**. We will ensure your concerns are dealt with promptly. Please help us by being as specific as possible about your complaint. To ensure we have all the information it is best if the complaint is made in writing.

WHAT WILL WE DO?

If the problem cannot be resolved immediately, the practice manager will aim to respond to you within three working days detailing what action will be taken to look into the complaint. We will offer you an opportunity to talk to a member of staff about the complaint. Further discussions may be necessary. A full response will be made in writing within twenty working days of receiving the complaint (or if that is not possible then a letter indicating why will be sent). **If you do not wish to do this direct with the practice you could contact NHS Lothian Complaints Team or the Ombudsman.**

We shall aim to:

- Find out what happened and what went wrong
- Enable you to discuss the problem with those concerned, if so desired
- Ensure you receive an apology, if it is appropriate
- Identify how to prevent the problem arising again

COMPLAINING ON BEHALF OF SOMEONE ELSE

In order to protect our patients, we exercise strict rules of medical confidentiality. If you are complaining on behalf of someone else, we must ensure that you have his or her permission to do so. We will require a note signed by the person, indicating their consent, unless they are incapable of providing this due to illness.