

Your health, your rights

Feedback and complaints:

how to have a say about your care and have
any concerns and complaints dealt with



Feedback and complaints

Why has this leaflet been produced?

- This leaflet is for anyone who uses the NHS in any part of Scotland.
- The 2012 Charter of Patient Rights and Responsibilities gives a summary of what you can expect when you use the NHS in Scotland, together with your rights and responsibilities. The Feedback and complaints section of the Charter tells you about your right to have a say about your care and have any concerns and complaints dealt with. This leaflet explains what this means for you.

Giving feedback about the NHS

The NHS wants to hear about anything that is important to you. For example:

- If you're in hospital or have been recently, you may want to share your views on what you think about the care and treatment you received, or about the food on the ward.
- You may want to share your thoughts about something that has been done well.
- You may be concerned that you don't have enough information about the care and treatment offered or about visiting hours, car parking or opening times.



How can I give my feedback?

- You can give your feedback by:
 - › talking to a member of staff involved in your care
 - › filling in a patient survey or questionnaire
 - › phoning the NHS inform Helpline on 0800 22 44 88
 - › telling the Patient Advice & Support Service (PASS) (see page 12 for details)
 - › putting your comments in a suggestion box
 - › contacting your NHS Board (see page 7 for how to do this)
 - › use the feedback forms on NHS Board websites.

What happens to my feedback?

The NHS will use your feedback to improve the services it provides.

‘You have the right to give feedback, make comments, or raise concerns or complaints about the health care you receive.’

The Charter of Patient Rights and Responsibilities 2012

Feedback and complaints

Making a complaint about the NHS

Who can complain?

- You can complain if you have:
 - › had or are having NHS care or treatment
 - › visited or used NHS services or facilities, or
 - › been affected or are likely to be affected by something that staff have or haven't done.
- The NHS does not want to restrict those who may make a complaint and you can complain for someone else if you:
 - › have their agreement to complain – the patient would also need to agree that staff could look at their health records if necessary
 - › are a child's parent, guardian or main carer and your child is not mature enough to understand how to make a complaint
 - › have a welfare power of attorney or a welfare guardianship order for someone who cannot make decisions for themselves, and the order permits you to make a complaint about health care
 - › are a relative of, or had a relationship with, a patient who has died and you are concerned about how they were treated before they died, or
 - › are acting as an advocate for the patient (see page 10 for more about advocacy).



(If no consent has been given or the complaint has been raised for example on behalf of a child or on behalf of someone who lacks capacity to complain this will be taken into account and will affect the way the complaint is handled.)

What can I complain about?

- Things you can complain about include:
 - › care or treatment you have had or are having in the NHS
 - › anything to do with the place where you are seen, for example a GP practice, a hospital, a dental practice, an optician, a pharmacy, a prison health centre or an ambulance
 - › any member of NHS staff involved in your care
 - › how NHS services in your local area are organised if this has affected your care or treatment.

If your complaint also involves another part of the NHS or another organisation, such as social services, staff may need to pass it to someone there. They will tell you who is dealing with your complaint.

Feedback and complaints

Complaints and issues which are dealt with under different procedures

- There are some things you may wish to complain about which are not handled through the NHS complaints procedure, this includes:
 - › private health care or treatment
 - › services not provided or funded by the NHS, and
 - › anything you are taking legal action about.

Staff receiving such a complaint will refer the matter to the appropriate person and inform you of this and the procedure to be followed.

How long do I have to make a complaint?

- The NHS has a time limit for complaints. Normally, you must make your complaint:
 - › within six months of the event you want to complain about, or
 - › within six months of finding out that you have a reason to complain – but no longer than 12 months after the event.

However, if you feel the time limit should not apply to your complaint, please speak to the person dealing with the complaint. A complaint can sometimes be accepted after the time limit.

You can complain to the Scottish Public Services Ombudsman about an NHS decision not to accept your complaint (see page 11 for more information).



How to complain

What should I do?

- If you can, first talk to a member of staff involved in your care. If you do this they can try to sort out your complaint on the spot.
- If you are unable to talk to the NHS staff involved in your care, you can ask to speak to a senior member of staff or the Feedback and Complaints Officer for the NHS organisation involved.
- You can complain in person, by phone, or in writing. When complaining, you should give:
 - › your full name and address (and the patient's name and address if you are complaining for them), and
 - › as much helpful information as possible about what happened, where it happened and when.
- You can also make your complaint by fax, email or textphone (if available).

‘You have the right to be told the outcome of any investigation into your concerns or complaints.’

The Charter of Patient Rights and Responsibilities 2012

Feedback and complaints

Who should I complain to?

- You should first complain directly to the person or organisation providing the service.
- If you don't want to complain directly to health professionals involved in your care, contact your local NHS board to find out who can help you with your complaint – see page 13 for how to do this.
- If your complaint is about NHS 24 or the Golden Jubilee National Hospital, you should first speak to the person who was dealing with you. If you do not feel able to do this, speak to the feedback and complaints officer at the organisation. The contact details are on page 21-22.
- If your complaint is about the Scottish Ambulance Service, you should complain to their headquarters. The contact details are on page 21.
- If your complaint is about the State Hospital, you should complain to the feedback and complaints officer there. The contact details are on page 22.

‘You have the right to independent advice and support to provide feedback, make comments, raise concerns or make a complaint.’

The Charter of Patient Rights and Responsibilities 2012



What happens after I have complained?

- Staff will try to sort out your complaint on the spot.
- If staff are unable to do this, they will write to you within three working days of getting your complaint.
- This letter should:
 - › tell you what action the NHS will take to look into your complaint
 - › offer you the chance to talk to a member of staff about the complaint
 - › give you information about advice and support available through the Patient Advice & Support Service (see page 10 for more information), and
 - › give you information about mediation services if this may be helpful (see page 10 for more information).
- Staff handling your complaint will keep information about you confidential. To investigate your complaint, it may be necessary to talk to other NHS staff about you or show them your health records. If you don't want staff to share information from your health records, you should tell them when you make your complaint, but bear in mind this may make it more difficult to look into your complaint.
- The NHS will make a record of your details and complaint, and use it to help make services better.

Feedback and complaints

When will I get a full response?

- Staff will write to you with a full response within 20 working days of receiving your complaint.
- In some cases, more time may be needed to give you a full response and it might not be possible to keep to these timescales. If this happens, staff will let you know and tell you why.
- The response will let you know the result of the investigation and should:
 - › show that staff have looked into your complaint and reply to all the points you make
 - › offer you an apology if things have gone wrong
 - › explain what action has been taken or will be taken to stop what you complained about happening again
 - › if necessary, explain why the NHS cannot do anything more about some parts of your complaint
 - › offer you the chance to talk to a member of staff if there is anything in the letter you don't understand, and
 - › include information about the Scottish Public Services Ombudsman in case you are unhappy with the response given or the way your complaint has been handled and you want to take things further (see page 11 for more information).



Who can help me with my complaint?

There are other people that can help you with advice:

Independent advice and support

If you would like to speak to someone for advice or help with making a complaint, please ask a member of staff for details about the independent Patient Advice & Support Service, which is available in your area through local citizens advice bureau. See page 12 for contact details.

Advocacy

If you want someone to help you express your views, you can ask for an advocate. An advocate is independent of the NHS and can help make sure your views are heard and get you access to the information you need to make your own decisions. Your local NHS Board or the Feedback and Complaints Officer will be able to tell you about advocacy services in your area.

Mediation

In some cases it may be appropriate for your complaint to be resolved through the provision of alternative dispute resolution services (mediation). This is a service where independent mediators help the relevant parties to reach an agreement. You can request or Health Boards may offer to provide this service although both parties must agree to take part in the mediation. The Feedback and Complaints Officer at your local Health Board can provide further information about mediation.

Feedback and complaints

What if I change my mind after I've complained?

You can change your mind about making a complaint at any time. Please let the person handling your complaint know as soon as possible. It would be helpful if you could write to let them know, but a phone call will do.

What if I'm not happy about the way the NHS has handled my complaint?

The Scottish Public Services Ombudsman (SPSO)

- If the NHS has fully investigated your complaint and you are still not happy, you can ask the SPSO to consider it further.
- The SPSO cannot normally look at complaints more than 12 months after you became aware of the matter you want to complain about. Sometimes this time limit will not apply. Please contact the SPSO for more information.
- The SPSO cannot look at matters that have been or are being considered in court.
- If you are not happy with the way the NHS is dealing with your complaint, for example if you think it is taking too long, you can contact the SPSO.
- The Ombudsman does not take up all cases and will decide whether or not to investigate your complaint further. See page 11 for how to contact the Ombudsman.



How to find out more

For more information about anything in this leaflet, contact:

- the NHS helpline on **0800 22 44 88**
(textphone 18001 0800 22 44 88)
- the Patient Advice and Support Service (PASS) at your local citizens advice bureau (CAB) using the phone numbers below or call the direct line on **0141 775 3220**.
 - › Bridgeton CAB **0141 554 0336**
 - › Castlemilk CAB **0141 634 0338**
 - › Drumchapel CAB **0141 944 2612**
 - › Easterhouse CAB **0141 771 2328**
 - › East Dunbartonshire CAB **0141 775 3220**
 - › East Renfrewshire CAB **0141 881 2032**
 - › Glasgow Central CAB **0141 552 5556**
 - › Greater Pollok CAB **0141 876 4401**
 - › Maryhill CAB **0141 946 6373**
 - › Parkhead CAB **0141 554 0004**
 - › Renfrewshire CAB **0141 889 2121**
 - › Rutherglen & Cambuslang CAB **0141 646 3191**
 - › West Dunbartonshire CAB **01389 744 690**

If you want to visit your local bureau, you can find the address on the internet **www.cas.org.uk**

Feedback and complaints

NHS Greater Glasgow and Clyde has a number of Feedback and Complaints Officers who can be contacted via any of the numbers below. Further information is also available at: www.nhsggc.org.uk (go to the 'Get In Touch / Get Involved' section).

Acute Hospital Services

The Acute Services Division operates with three Complaints Teams based across the city. They each provide support to the undernoted departments/services. If you are unsure which team to contact for advice please speak to any member of any team who will assist in ensuring that your complaint is dealt with by the appropriate Complaints Team.

To complain about:

Accident & Emergency
Acute Medical Receiving
Out of Hours Emergency Care
Dermatology
General Medicine
Cardiology
Gastroenterology
Health Records
Rheumatology
Respiratory
Diabetics
Infectious Diseases
Medicine for the Elderly
Palliative Care
Weight Management Service
Dietetics

Contact:

Complaints Team
Western Infirmary
Dumbarton Road
Glasgow G11 6NT
Phone **0141 211 2926** -
please leave a message if
you are unable to speak to
a member of staff



To complain about:

Spinal Injuries
Oral and Maxillofacial Surgery
Renal Medicine
Centre for Integrative Care
(known as the Homoeopathic
Hospital)
Diagnostic Imaging
Laboratory Medicine
Dental Hospital
Nuclear Medicine
Clinical Physics
Estates & Facilities (for example
Catering, Domestic services,
Telecoms, Waste Management)
Women & Children's Services

Contact:

Complaints Team
Victoria Infirmary
3rd Floor,
Old Out Patients Department
Glasgow G42 9TY
Phone **0141 201 5100** -
please leave a message if
you are unable to speak to
a member of staff

Feedback and complaints

To complain about:

General Surgery
Bariatric Surgery
Orthopaedics
Anaesthetics & Theatres
Critical Care & Pain Clinic
Ear, Nose and Throat services
Ophthalmology (eyes)
Digestive Diseases
Endoscopy & Colonoscopy
Urology
Audiology
Outpatients
Pre-assessment clinics

Contact:

Complaints Team
Glasgow Royal Infirmary
Castle Street
Glasgow G4 0SF
Phone **0141 211 5112** -
please leave a message if
you are unable to speak to
a member of staff



Community Health Services & Mental Health Services

Community Health Partnerships (CHPs) and Community Health & Care Partnerships (CHCPs) provide a range of health services (including community and mental health services) at various hospitals and community sites throughout the NHS Greater Glasgow & Clyde area. To complain about these services, contact the appropriate CHP, CHP sector or CHCP. See contact details on page 18-19.

The appropriate CHP, CHP sector or CHCP will normally be the CHP, CHP sector or CHCP for the area in which the facility or service being complained about is located. This may be different to the area in which a patient lives.

To complain about Forensic Mental Health Services, Learning Disability Assessment and Treatment and longer stay residential facilities in Glasgow City contact:

Glasgow City CHP
William Street Clinic
120 William Street
Glasgow G3 8UR
Phone **0141 314 6222**

Feedback and complaints

Certain other Specialist Services covering the following are managed on behalf of all CH(C)Ps by the following (get the contact details on page 18-19)

To complain about Specialist Services listed below, contact the appropriate CH(C)P. See contact details on page 18-19.

Podiatry – Renfrewshire CHP

Physiotherapy: contact West Dunbartonshire CHCP

Sexual Health/Sandyford: contact Glasgow City CHP - North West Sector

Children's Specialist Services (including Children's Mental Health and Skye House): contact Glasgow City CHP - North East Sector

Dietetics Services – Acute Services Division

Diabetic Retinal Screening: contact West Dunbartonshire CHCP

Community Dental Services: contact East Dunbartonshire CHP (Oral Health Directorate)



How to contact CH(C)Ps

Glasgow City CHP – North West Sector

J B Russell House
Gartnavel Royal Hospital
1055 Great Western Road
Glasgow G12 0XH
Phone **0141 211 3923**

Glasgow City CHP – North East Sector

Templeton Business Centre
62 Templeton Street
Glasgow G40 1DA
Phone **0141 277 7454**

Glasgow City CHP – South Sector Headquarters

Clutha House
120 Cornwall Street South
Glasgow G41 1AF
Phone **0141 427 8240**

East Renfrewshire CHCP

1 Burnfield Avenue
Giffnock G46 7TL
Phone **0141 577 3839**

Feedback and complaints

Renfrewshire CHP

Renfrewshire House
Cotton Street
Paisley PA1 1AL
Phone **0141 618 7659**

West Dunbartonshire CHCP

West Dunbartonshire Council
Garshake Road
Dumbarton G82 3PU
Phone **01389 737 599**

East Dunbartonshire CHP

CHP Offices
Stobhill Hospital
300 Balgrayhill Road
Glasgow G21 3UR
Phone **0141 201 3347**

Inverclyde CHCP

Hector McNeil House
7-8 Clyde Square
Greenock PA16 1NB
Phone **01475 715 280**



Prison Healthcare Services

To complain about **prison healthcare at Barlinnie, Greenock and Low Moss prisons** contact:

Prison Healthcare Complaints
Glasgow City CHP - Corporate Office
William Street Clinic
120 William Street
Glasgow G3 8UR
Phone **0141 314 6222**

Family Health Services

To complain about a GP surgery, an NHS dental surgery, an NHS optician's practice or a community pharmacy, please contact them directly.

If you do not feel comfortable doing this, the Health Board may be able to act as an intermediary between you and these services, to help resolve any differences. For assistance with this or for further information or advice on how to complain about these services, contact:

Complaints Office
NHS Greater Glasgow and Clyde
JB Russell House
Corporate Headquarters
Gartnavel Royal Hospital
1055 Great Western Road
Glasgow G12 0XH
Phone **0141 201 4550**

Feedback and complaints

Greater Glasgow NHS Board

To complain about the NHS Board's functions, contact:
Feedback and Complaints Officer
NHS Greater Glasgow and Clyde
J B Russell House
Corporate Headquarters
Gartnavel Royal Hospital
1055 Great Western Road
Glasgow G12 0XH
Phone **0141 201 4477**

Scottish Ambulance Service

To complain about the **ambulance service**, contact:
Feedback and Complaints Officer
Scottish Ambulance Service
National Headquarters
Gyle Square, 1 South Gyle Crescent
Edinburgh EH12 9EB
Phone **0131 314 0000**

NHS 24

To complain about NHS 24, contact:
Feedback and Complaints Officer
Patient Customer Relations Department
NHS 24
Caledonia House, Fifty Pitches Road, Cardonald Park
Glasgow G51 4ED
Phone **0141 337 4501**



Golden Jubilee National Hospital

To complain about the **Golden Jubilee National Hospital**, contact:
Feedback and Complaints Officer (Risk Manager)
NHS National Waiting Times Centre Board
Golden Jubilee National Hospital, Agamemnon Street
Clydebank G81 4DY
Phone **0141 951 5177**

State Hospital

To complain about the **State Hospital**, contact:
Feedback and Complaints Officer
The State Hospital
Carstairs, Lanark ML11 8RP
Phone **01555 842 200**

If the NHS has fully investigated your complaint and you are still not happy, you can contact the Scottish Public Services Ombudsman (SPSO):

Freepost EH641
Edinburgh EH3 0BR
Phone **0800 377 7330**
Email ask@spsso.org.uk
Website www.spsso.org.uk

Feedback and complaints

Information about health rights

- **The Charter of Patient Rights and Responsibilities** gives a summary of what you can expect when you use the NHS in Scotland, together with your rights and responsibilities.
- The series of **Your health, your rights** leaflets tell you more about what these rights mean for you:
 - › **Access:** your rights when accessing NHS services in Scotland.
 - › **Communication and participation:** the right to be informed, and involved in decisions, about health care and services.
 - › **Confidentiality:** the right for your personal health information to be kept secure and confidential.
 - › **Respect:** the right to be treated with dignity and respect.
 - › **Safety:** the right to safe and effective care.
 - › **Hospital waiting times:** how quickly you should receive hospital care.

For more about health rights see:

- **Consent – it's your decision** explains how you should be involved in decisions about your health care and treatment.
- **How to see your health records** explains your right to see or have a copy of your health record.
- **Health care for overseas visitors** is a set of leaflets explaining what NHS services overseas visitors can expect to receive while they are in Scotland.



Information for young people

- **Consent – your rights** explains how you should be involved in decisions about your health care and treatment.
- **Confidentiality – your rights** tells you how the health service keeps information about you private.
- **Have your say! Your right to be heard** tells you how to give feedback or make a complaint about the NHS.

Information for carers

Caring and consent explains your right to be involved in decisions about the health care of the adult you care for.

Information about health services

- **Getting NHS dental treatment in Scotland** tells you how to use NHS dental services in Scotland.
- **It's okay to ask** gives useful tips and questions you can ask during your health care appointments.
- **The NHS Chronic Medication Service at your local pharmacy** tells you about an NHS service for people with a long-term condition.
- **Your guide to free NHS eye examinations in Scotland** gives information about free NHS eye examinations in Scotland for all UK residents.

Feedback and complaints



To get this leaflet in another language or format, phone your local NHS board on 0800 169 1441

الحصول على كراسة 'تقديم شكوى ضد هيئة الرعاية الصحية الوطنية NHS' باللغة العربية اتصل بهاتف المكتب المحلي لهيئة الرعاية الصحية الوطنية (NHS board) على الرقم 0141 201 4915

'NHS সম্পর্কে অভিযোগ করা' তথ্যপত্রটি বাংলায় পেতে চাইলে আপনার স্থানীয় NHS বোর্ডে (NHS board) ফোন করুন : 0141 201 4915

如欲索取《對NHS提出投訴》的中文版本，請致電0141 201 4915聯絡你就近的NHS管理局 (NHS board)。

Pour obtenir « Faire une réclamation à la NHS » en Français, téléphonez à votre bureau NHS local (NHS board) au 0141 201 4915.

'NHS के विषय में शिकायत कैसे करें' हिंदी में पाने के लिए, अपने स्थानीय NHS बोर्ड को फोन करें (NHS board): 0141 201 4915

Norėdami gauti informaciją 'Kaip pateikti skundą dėl NHS darbo' lietuvių kalba, skambinkite į savo vietinę NHS tarybą (NHS board): 0141 201 4915.

Aby otrzymać broszurę „Składanie skarg na NHS” w języku polskim, prosimy skontaktować się telefonicznie z najbliższą placówką NHS (NHS board) pod numerem 0141 201 4915.

Для получения брошюры «Как подать жалобу на NHS» на русском языке позвоните в местное управление Государственной службы здравоохранения (NHS board): 0141 201 4915.

Para obtener una copia del folleto 'Cómo presentar una reclamación al NHS' en español, llame a su oficina local del NHS (NHS board): 0141 201 4915.

NHS کے بارے میں شکایت کیسے کی جائے ' اردو میں حاصل کرنے کیلئے اپنے مقامی این ایچ ایس بورڈ (NHS board) کو 0141 201 4915 پر ٹیلیفون کریں۔



We have tried our best to make sure that the information in this leaflet is correct. However, the leaflet is not part of the Charter of Patient Rights and Responsibilities. It is for guidance only so you should not rely on it as a complete statement of the law.

