



Aviemore Medical Practice

Muirton, Aviemore, Inverness-shire, PH22 1SY

Telephone 01479 810258 Fax 01479 810067

www.aviemoremmedical.co.uk

Complaints Procedure:

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in the Practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

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 – as this will enable us to establish what happened more easily.

You will receive an acknowledgement within two working days and a reply within ten working days. For more information and a form to record your concern, please make use of the attached form.

How to make a complaint:

In many circumstances the best way to make a complaint is directly with the person involved. However, we understand that there will be times where this might be difficult or inappropriate. When this is the case, please put your concerns in writing and address it to:

The Practice Manager

Aviemore Health Centre

Aviemore

PH22 1SY

or email to: nhsh.gp55911-admin@nhs.scot

Alternatively, for an informal discussion about an issue please call 01479 810 258 and ask to speak with the Practice Manager.

If you would rather not deal directly with the practice please contact the NHS Highland complaints department.

NHS Highland Feedback Team,

PO Box 5713

Inverness

IV1 9AQ

or email to: nhshighland.feedback@nhs.net

Tel: 01463 705997

Complaining on somebody else's behalf:

If you are complaining on behalf of another patient please understand that due to patient confidentiality we will need to speak directly to the patient involved to ensure that we have their express permission to discuss the matter with yourself.

Help and support in making a complaint:

Citizens Advice Scotland are an organisation who can assist and advise you when it come to making a complaint.

Citizens Advice Scotland
2 Inverewe
Grampian Road
Aviemore
PH22 1RH
www.cas.org.uk
Tel: 01479 810 919

If you are unhappy about the response to your complaint:

If you are unhappy with the response to a complaint from Aviemore Medical Practice and you wish to take the complaint further, contacting the Scottish Public Services Ombudsman is the next step. They can be contact by telephone on 0800 377 7330, or via their website www.spsso.org.uk/spsso.

Information on your Health Care Rights:

Information on your Health Care Rights can be found at:
www.hris.org.uk or by contacting NHS Inform on 0800 22 44 88

Comment on aspect of your care:

www.patientopinion.org.uk

Complaints Form

Title: First Name: Surname:

Date of Birth:

Address:

Postcode:

Telephone Number:

Your Complaint

Please provide details of your complaint.

Continue on the reverse if required.

Please post or hand the form back into the Health Centre.

Complaint form continuation