

Making a **complaint** about the **NHS**

Version 3
Produced in June 2009
Revised September 2011



NHS
Greater Glasgow
and Clyde

In the NHS in Scotland, we try to give you the best possible care and treatment. We value comments, good or bad, to help us improve the service. If you are not happy about anything, please let us know.

This leaflet explains how to complain using the NHS complaints procedure.

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 doctor's surgery, a hospital or an ambulance
- any member of NHS staff involved in your care
- how our 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, we may need to pass it to someone there. We will tell you who is dealing with your complaint.

What can't I complain about?

There are some things you can't complain about through the NHS complaints procedure. These include:

- private health care or treatment
- services not provided or funded by the NHS, and
- something you are taking legal action about.

The NHS complaints procedure doesn't usually provide financial compensation. For advice about financial compensation, you should contact your local citizens advice bureau or a solicitor.

Who can complain?

You can complain if you have:

- had or are having NHS care or treatment, or
- visited or used our services or facilities.

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 specifies that you have the power to make a complaint about health care
- are a relative of, or had a relationship with, a patient who has died and you were concerned about how they were treated before they died, or
- are acting as an advocate for the patient (see page 7 for more about advocacy).

How long do I have to make a complaint?

We have 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 you 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. Sometimes we can accept a complaint after the time limit.

You can complain to the Scottish Public Services Ombudsman about a decision by the NHS not to accept your complaint (see page 9 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, we can try to sort out your complaint on the spot.
- If you are not able to talk to the NHS staff involved in your care, you can ask to speak to a senior member of staff or the 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), but if you do this other people may be able to see your personal information.

Who should I complain to?

- You should first complain directly to the person or organisation providing the service.
- If you do not feel able to do this, contact your local

NHS board to find out who can help you with your complaint – see pages 11 to 14 of the leaflet.

- 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 complaints officer at the organisation. The contact details are on page 15.
- If your complaint is about the Scottish Ambulance Service, you should complain to their headquarters. The contact details are on pages 14.
- If your complaint is about the State Hospital, you should complain to the complaints officer there. The contact details are on page 15.

What happens after I have complained?

- We will write to you within three working days of getting your complaint.
- This letter should:
 - tell you what action we 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 independent advice and support (see page 7 for more information), and
 - give you information about conciliation if this may be helpful (see page 8 for more information).

- We will keep information about you confidential. To investigate your complaint, we may have to talk to other NHS staff about you or show them your health records. If you don't want us to share information from your health records, you should tell us when you make your complaint, but bear in mind that this may make it more difficult to look into your complaint.
- We will make a record of your details and complaint, and use it to help us make services better.

When will I get a full response?

- We will write to you with a full response within 20 working days of receiving your complaint.
- If your complaint is about a GP surgery, an NHS dental surgery, an NHS optician's practice, or a pharmacy, we will respond within 10 working days.
- In some cases, we may need more time to give you a full response and won't be able to keep to these timescales. If this happens, we will let you know and tell you why.
- In our response we will let you know the result of our investigation. We will:
 - show that we have looked into your complaint and reply to all the points raised in it
 - offer you an apology where things have gone wrong

- explain what we will do to stop what you complained about happening again
- if necessary, explain why nothing more can be done 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 our response and want to take things further (see page 9 for more information).

Who can help me with my complaint?

Independent advice and support

- If you would like to speak to someone for advice or help with making a complaint you can contact your local citizens advice bureau. See page 10 for contact details.

Advocacy

- If you find it difficult to make a complaint yourself and want someone to speak for you, you can ask for an independent advocate. An independent advocate is someone from outside the NHS who can speak for you or help you express your views. Your local NHS board or complaints officer will be able to tell you about advocacy services in your area.

Conciliation

- Conciliation means bringing people together to try to resolve a problem.
- An independent conciliator can try to help you and the person you have complained about agree what should happen next.
- Conciliation can only be used if you and the person you've complained about both agree to it.
- To find out more about conciliation, please ask the person who is dealing with your complaint.

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

- You can change your mind about making a complaint at any time. Please let us know as soon as possible. It would be helpful if you could write and tell us, but otherwise 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 your complaint 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 21 to find out 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)
 - your local citizens advice bureau (CAB) using the phone numbers below. You can also contact a bureau for independent advice and support (direct line: 0844 848 9600).

Bridgeton CAB	0141 554 0336
Castlemilk CAB	0141 634 0338
Drumchapel CAB	0141 944 2612 0141 944 0205
Easterhouse CAB	0141 771 2328 0141 773 1349
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).

Contact details for NHS Greater Glasgow & Clyde Complaints Offices are listed on the following pages. Further information is also available on our website at www.nhsggc.org.uk under “Contact Us/Get Involved”.

Community Health Services and Mental Health Services

- Community Health Partnerships (CHPs) and Community Health & Care Partnerships (CHCPs) provide a range of community based health services (including mental health services) at various hospitals and community sites throughout the NHS Greater Glasgow & Clyde area. Complaints about these services should be directed to the appropriate* CHP, CHP sector or CHCP, contact details as noted in the table below.
- 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.
- CHPs and CHCPs also provide mental health services (including In Patient Mental Health Services). Complaints about all in-patient mental health services should also be directed to the appropriate* CHP, CHP sector or CHCP listed in the table below, **except for those which relate to Forensic Mental Health Services, Learning**

Disability Assessment and Treatment and longer stay residential facilities in Glasgow City which should be directed to:

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

- Children's Specialist Services (including Children's Mental Health Services and Skye House on the Stobhill Hospital Site) are provided by Glasgow City CHP – North East Sector. Complaints about these services should be directed to:

Glasgow City CHP – North East Sector
Templeton Business Centre
62 Templeton Street, Bridgeton
Glasgow G40 1DA
Phone: **0141 277 7450**

**Community Health Partnerships (CHP) or
Community Health Care Partnerships (CHCPs)
contact details:**

Community Health (Care) Partnership	Relevant In-Patient Mental Health Hospital
Glasgow City CHP – North West Sector Gartnavel Royal Hospital Modular Building 1055 Great Western Road Glasgow G12 0XH Phone: 0141 211 0370	Gartnavel Royal Hospital
Glasgow City CHP – North East Sector Templeton Business Centre 62 Templeton Street Bridgeton Glasgow G40 1DA Phone: 0141 277 7450	Stobhill Hospital Parkhead Hospital
Glasgow City CHP – South Sector Forsyth House 151 Coplaw Street Glasgow G42 7DE Phone 0141 276 6707	Leverndale Hospital
East Renfrewshire CHCP 1 Burnfield Avenue Giffnock Glasgow G46 7TL Phone: 0141 577 3839	

Community Health (Care) Partnership	Relevant In-Patient Mental Health Hospital
Renfrewshire CHP Renfrewshire House Cotton Street Paisley PA1 1AL Phone: 0141 842 6231	Dykebar Hospital
West Dunbartonshire CHCP West Dunbartonshire Council Garshake Road Dumbarton West Dunbartonshire G82 3PU Phone: 01389 737599	Vale of Leven Hospital
East Dunbartonshire CHP CHP Offices Stobhill Hospital 300 Balgrayhill Road Glasgow G21 3UR Phone: 0141 201 4217	
Inverclyde CHCP Kirn House Ravenscraig Hospital Inverkip Road Greenock PA16 9HA Phone: 01475 715377	Ravenscraig Hospital

Complaints about services managed by **North Lanarkshire CHP** and **South Lanarkshire CHP**

should be directed to:

Patient Services Department
NHS Lanarkshire, Strathclyde Hospital
Airbles Road, Motherwell ML1 3BW
Phone: **01698 245004**

If you do not know which Partnership is responsible for the service you wish to complain about, please visit our website, or telephone 0141 314 4193 for help in directing your complaint.

Family Health Services

If your complaint is about a GP surgery, an NHS dental surgery, an NHS optician's practice or a community pharmacy, these services have a complaints procedure based in the practice. Complaints should be directed there in the first instance.

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, please contact the office below:

Complaints Office
Clinical Governance Support Unit
Ward 3, Dykebar Hospital
Grahamston Road, Paisley PA2 7DE
Phone: **0141 314 4193**

Prison Healthcare Services

From 1st November 2011, the NHS becomes responsible for the provision of healthcare within the Prison Service. Complaints about Prison healthcare at Barlinnie, Greenock and Low Moss Prisons should be directed to:

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

Acute 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.

Department/Specialty	Who to Contact
<ul style="list-style-type: none"> ■ Accident & Emergency ■ Acute Medical Receiving ■ Out of Hours Emergency Care ■ Dermatology ■ General Medicine ■ Cardiology ■ Gastroenterology ■ Rheumatology ■ Respiratory ■ Diabetics ■ Infectious Diseases ■ Medicine for the Elderly ■ Palliative Care ■ Weight Management Service 	<p>Complaints about these services are handled by our team based at the Western Infirmary Dumbarton Road Glasgow G11 6NT</p> <p>Team Phone Number 0141 211 2926</p> <p>Please leave a message if you are unable to speak to a member of staff</p>

Department/Specialty	Who to Contact
<ul style="list-style-type: none"> ■ General Surgery ■ Bariatric Surgery ■ Orthopedics ■ Anaesthetics & Theatres ■ Critical Care & Pain Clinic ■ Ear, Nose and Throat services ■ Ophthalmology (eyes) ■ Digestive Diseases ■ Endoscopy & Colonoscopy ■ Urology ■ Audiology ■ Outpatients ■ Pre-assessment clinics 	<p>Complaints about these services are handled by our team based at the Victoria Infirmary, 1st Floor McQuaker Building, Victoria Infirmary, Glasgow G42 9TY</p> <p>Team Phone Number 0141 201 5100</p> <p>Please leave a message if you are unable to speak to a member of staff</p>

Department/Specialty	Who to Contact
<ul style="list-style-type: none"> ■ Beatson Cancer Centre ■ Oncology Services ■ Plastic Surgery & Burns Unit ■ Neurology ■ Neurosurgery ■ Spinal Injuries ■ Oral and Maxillofacial Surgery ■ Renal Medicine ■ Homoeopathic Hospital ■ Diagnostic Imaging ■ Laboratory Medicine ■ Health Records ■ Dental Hospital ■ Nuclear Medicine ■ Clinical Physics ■ Estates & Facilities (e.g. Catering, Domestic services, Telecoms, Waste Management) ■ Women & Children's Services 	<p>Complaints about these services are handled by our team based at Glasgow Royal Infirmary, Castle Street Glasgow G4 0SF</p> <p>Team Phone Number 0141 211 5112</p> <p>Please leave a message if you are unable to speak to a member of staff</p>

NHS Board

- Complaints about the NHS Board's functions
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 in the Greater Glasgow area, contact:
General Manager
Scottish Ambulance Service (West Central Division)
Maitland Street
Glasgow
G4 0HX
Phone **0141 353 6001**

To complain about the ambulance service in the Clyde area, contact:
General Manager
Scottish Ambulance Service (South West Division)
Maryfield Road
Ayr
KA8 9DF
Phone **01292 28 4101**

NHS 24

To complain about NHS 24, contact:

Patient Customer Relations Department

NHS 24

Caledonia House

Fifty Pitches Road

Cardonald Park

Glasgow

G51 4ED

Phone **0141 337 4501**

Scottish Public Services Ombudsman (SPSO)

The Scottish Public Services Ombudsman

Freepost EH641

Edinburgh

EH3 0BR

Phone **0800 377 7330**

Text message **07900 494 372**

Email **ask@spsso.org.uk**

Website **www.spsso.org.uk**

Information about health rights

- **Confidentiality – it's your right** explains how the NHS protects your personal health information.
- **How to see your health records** explains your right to see or have a copy of your health record.
- **The NHS and You** explains what you can expect from the NHS in Scotland, and what the NHS expects from you.
- **Consent – it's your decision** explains how you should be involved in decisions about your health care and treatment.
- **Health care for overseas visitors** is a set of factsheets 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.

You can get this information from:

- GP and dental surgeries, hospitals and other places where you get NHS care
- the NHS helpline on **0800 22 44 88** (textphone 18001 0800 22 44 88)
- **www.hris.org.uk**
- your local citizens advice bureau (find your nearest bureau on the internet at **www.cas.org.uk** or in your local phone book).

Your comments please!

We want to know what you think about this leaflet.

Please give us your comments:

- by post to HRIS, Consumer Focus Scotland, **FREEPOST GW5277**, Glasgow G1 3BR
- by emailing us at **hris@consumerfocus.org.uk**
- by visiting our website at **www.hris.org.uk** and clicking on the 'contact us' link, or
- by phoning us on **0141 226 5261**.

We have tried our best to make sure that the information in this leaflet is correct. However, the leaflet is for guidance only so you should not rely on it as a full statement of the law. If you are thinking about taking legal action, you should contact a solicitor, a citizens advice bureau or other advice agency.

Produced by Health Rights Information Scotland, a project of Consumer Focus Scotland, for the Scottish Government Health Directorates.



To get this leaflet in another language or format phone your local NHS Board on 0141 201 4915.

للحصول 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۔