

The LRGP Practice Complaints Form (Scotland)

Annex A – Patient Complaint Form

SECTION 1: PATIENT DETAILS

Surname		Previous name	
Forename		Title (Mr, Mrs, Ms, Dr)	
Date of birth		Address:	
Telephone no.			
NHS number (if known)		Postcode:	

SECTION 2: COMPLAINT DETAILS

Please give full details of the complaint below, including dates, times, locations and names of any practice staff (if known). Continue on a separate page if required.

--

SECTION 3: SIGNATURE

Surname and initials		Title (Mr, Mrs, Ms, Dr)	
Signature		Date	

Annex B – Third Party Patient Complaint Form

SECTION 1: PATIENT DETAILS

Surname		Previous name	
Forename		Title (Mr, Mrs, Ms, Dr)	
Date of birth		Address:	
Telephone no.			
NHS number (if known)		Postcode:	

SECTION 2: THIRD PARTY DETAILS

Surname		Forename	
Title (Mr, Mrs, Ms, Dr)		Address:	
Telephone no.		Postcode:	

SECTION 3: DECLARATION

I hereby authorise the individual detailed in Section 2 to act on my behalf in making this complaint and to receive such information as may be considered relevant to the complaint. I understand that any information given about me is limited to that which is relevant to the subsequent investigation of the complaint and may only be disclosed to those people who have consented to acting on my behalf.

This authority is for an indefinite period/for a limited period only*. Where a limited period applies, this authority is valid until/...../..... (*Insert date*).

(*Delete as necessary)

SECTION 4: SIGNATURE

Surname and initials		Title (Mr, Mrs, Ms, Dr)	
Signature		Date	

Annex C – Practice Leaflet

A patient information leaflet regarding complaints is shown overleaf.

Further actions

If you are dissatisfied with the outcome of your complaint, you can seek further guidance from:

Patient Advice and Support Service (PASS) via your local Citizens Advice Bureau (CAB) or:

Tel: 0800 917 2127

www.cas.org.uk/pass

Or alternatively complain to the:

SPSO
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

Tel: 0800 377 7330

www.spsa.org.uk/contact-us

The LRGP Practice

Lour Road Group Practice, 3-5 Lour Road

Forfar, DD8 2AS

Tel 01307 463122 TAY.gp13284clinical@nhs.scot

The Complaints Process

**The Lour Road Group Practice, 3-5
Lour Road, Forfar DD8 2AS**





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at The LRGP Practice.

We understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; all our staff are trained to handle complaints effectively.

Alternatively, ask to speak to the Complaints Officer.

At The LRGP Practice the Complaints Officer is:

Mr Simon Giles and they are supported by the Responsible Officer who is:

Dr Greenwood, GP Partner

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to:
TAY.gp13284clinical@nhs.scot

Time frames for complaints

The time constraint on bringing a complaint is six months from the occurrence giving rise to the complaint or six months from the time you become aware of the matter about which you wish to complain, but no longer than 12 months after the event.

The Complaints Officer will respond to all complaints within five business days. Furthermore, they will provide regular

updates for you regarding your complaint whilst aiming to have the complaint completely resolved within 20 days.

Investigating complaints

The LRGP Practice will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

The LRGP Practice will ensure all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient's healthcare record.

Third-party complaints

The LRGP Practice allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

The LRGP Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.