



Complaints Resolution Procedure Information for Patients

If you are unhappy with the facilities or services you have received from the Scottish Vein Centre or from the doctor looking after you, we would like to know about it as soon as possible so we can investigate your concerns and explain, apologise and take positive action where necessary.

In most circumstances, if you tell us about your concern quickly, we can resolve matters straightaway. To let us know about something with which you are unhappy please speak with Deirdre McBride, Practice Manager in the first instance. (Tel 0131 4774775)

If you are not fully satisfied you can put your concerns in writing and use our formal Complaint Resolution Procedure which meets with the requirements set out by Healthcare Improvement Scotland and the Independent Doctors Federation (IDF) for its members and also the Independent Sector Complaints Adjudication Service (ISCAS).

Exceptionally, if you would prefer not to let us know directly, but wish to make a complaint to the regulatory authority in Scotland, then you can contact Healthcare Improvement Scotland. (see their website)
www.healthcareimprovementscotland.org/

Complaints
Corporate Governance Office
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

Email: hcis.complaints@nhs.net

Telephone: 0131 623 4326

The Complaint Resolution Procedure has three stages and reflects the principles of Healthcare Improvement Scotland and the ISCAS Code of Practice:

Stage 1: Local resolution within the individual practice

Stage 2 : Healthcare Improvement Scotland (HIS) procedure

Alternative Stage 2 : IDF Complaint Resolution Procedure to review the complaint

Stage 3: Independent Adjudication from ISCAS

Stage 1

To start the formal Complaint Resolution Procedure you should write or preferably e-mail to:

Dr Kieran McBride
Medical Director
Scottish Vein Centre (Office)
37A Cumberland Street
Edinburgh
EH3 6RT
info@scottishveincentre.co.uk

You should state what has caused you to have concerns and make your points clear. Please document when the relevant events took place and what results you expect from your complaint.

The SVC Practice will send you an acknowledgement of your letter within 2 working days of receipt of the complaint (unless the practice is able to provide you with a full response within 5 days).

A full response to your complaint will be made within twenty days of the receipt of the complaint. If the investigation is still in progress after twenty days a letter will be sent to you explaining the delay and a full response made within five days of reaching a conclusion. In any event a holding letter will be sent every twenty days where an investigation is continuing.

If you remain dissatisfied following the final response from the practice, then you can request a review of your complaint, known as Stage 2 by contacting Healthcare Improvement Scotland (HIS) They should be informed of the complaint in any case. The complainant may also then wish to make a complaint by the alternative process by writing to the Independent Doctors Federation , at :

IDF CEO
The Medical Society of London
Lettsom House
11 Chandos Street
Marleybone
London
W1G 9EB

Tel : 020 3696 4080 info@idf.uk.net

Stage 2 : HIS investigation

- Where possible, HIS will always encourage the complainant to resolve the issues that concern them with the provider (SVC).
- If the complainant is unable to do this or would rather come to HIS first, they will investigate their complaint.
- This will involve an initial assessment of the complaint to identify the key issues which, if possible, HIS will try and confirm with the complainant.
- If HIS feel that **mediation** will help to clarify and resolve the issues of concern, they will discuss this with the complainant and if agreed make the necessary arrangements.

- In all other cases HIS will undertake a thorough investigation of the issues complained about. This may involve reviewing the investigation undertaken by the provider (SVC), talking to the relevant staff and examining clinical or other relevant records.
- HIS will then produce a draft report and once this report has been approved by Healthcare Improvement Scotland Chief Inspector or one of the Regional Inspectors, a response will be sent to the complainant and those complained against (SVC).
- Normally, HIS will complete their investigation and respond within 20 working days. If they are unable to do this they will explain the reasons and the timescale in which they expect to respond.
- Healthcare Improvement Scotland at this stage will advise the complainant of their right to take the matter further to independent external adjudication. (Stage 3)

Outcomes

To inform all the parties involved in the complaint and to facilitate consistent reporting, Healthcare Improvement Scotland will apply three outcome headings to each element of a formal complaint that they investigate under stage 2. These are:

- **Upheld** – used where the facts giving rise to a complaint have been established in the investigation HIS have undertaken.
- **Not upheld** – used where the facts giving rise to a complaint have not been established in the investigation.
- **Partially upheld** – used where some of the facts giving rise to a complaint have been established.
 - HIS will also take account of the outcomes and the issues raised as part of their approach to regulation through inspection and enforcement.
 - If for any reason the complainant is unhappy with the way Healthcare Improvement Scotland has managed their complaint, they will consider their concern using the procedure for complaints relating to Healthcare Improvement Scotland.
 - However this will only relate to how well Healthcare Improvement Scotland has followed its procedures or the behaviour and attitude of its staff. There will be no further review of the issues relating to the services provided by the independent healthcare provider (SVC).

Alternative Stage 2

The IDF Complaint Resolution Procedure will consider your complaint and may undertake a review of the documentation, any correspondence and the handling of the complaint at Stage 1. The Chairman of the IDF Complaint Resolution Procedure Committee will write to you according to the IDF procedures and in any event within twenty days to either confirm the outcome at stage 1 or to offer an alternative resolution.

At this time the IDF will advise you of your right to take the matter further to Independent Adjudication known as ISCAS and stage 3 in these procedures.

Throughout the process all information, documents and records relevant to your complaint will be treated in the strictest confidence and no information will be divulged to any parties who are not involved in the IDF Complaint Resolution Procedure, unless required to do so by law.

Stage 3

This stage is only available to complainants who remain dissatisfied once Stage 1 and Stage 2 are exhausted.

A complainant should then request the Adjudication by writing to the Secretariat:

Independent Adjudication Secretariat
Independent Sector Complaints Adjudication Service (ISCAS)
Care of CEDR - Centre for Effective Dispute Resolution
International Dispute Resolution Centre
70 Fleet Street
London EC4Y 1EU

This written request for adjudication must be made within twenty-five days of the final determination by the IDF at Stage 2. The complainant at Stage 3 should provide reasons to explain the dissatisfaction with the outcome of Stage 2. The ISCAS Secretariat will seek confirmation from the IDF that Stage 2 has been completed.

The ISCAS Secretariat will notify the IDF of a request for Stage 3 made directly within ten days. The Secretariat will then be the main contact for the complainant once Adjudication is started. A complainant accessing this service will be asked to consent to release of records from the practice and the IDF relevant to the complaint and a report will be made to the complainant, the practice and the IDF.