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|  | **Kirkview Medical Practice**  2nd floor- Hunter Community Health Centre  Andrew Street  East Kilbride  Glasgow  G74 1AD  Telephone: 01355 575630 | | **Dr Monica Canning MB ChB MRCP MRCGP**  **Dr Doreen Watson MB ChB MRCGP DRCOG**  **Dr Jason White MB ChB MRCGP**  **Dr Aster Ayana MB ChB MRCGP DRCOG DTM&H**  **Dr Catriona Hood MB ChB MRCGP   Sister Lesley Barrie Advanced Nurse Practitioner Rosalind Leonard Practice Nurse   Rachel Ferguson Practice Pharmacist** | |
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**Kirkview Medical Practice**

**Complaints Procedure for Patients**

GP Practices are independent of the NHS in Scotland, and are contracted to provide services on behalf of NHS boards. This means we are responsible for running the business affairs of our own practice which includes responding to patient feedback- including concerns and complaints.

The national Complaint Handling Procedure for the NHS, based on best practice, recognises the value of you making direct contact with your GP, to assist with early and quick resolution of issues. Only in exceptional circumstances, where you feel unable to make direct contact with your GP, will NHS Lanarkshire become involved.    
  
We would therefore encourage you to make direct contact with our Practice Manager, Miss Megan Fitzpatrick. This can be done in writing or can be emailed: [megan.fitzpatrick@lanarkshire.scot.nhs.uk](mailto:megan.fitzpatrick@lanarkshire.scot.nhs.uk)

Once you have contacted the practice, we will acknowledge receipt of your complaint and advise on how we are going to proceed in order to reach a suitable resolution for all parties concerned.

For your information, the Patient Advice and Support Service (PASS) can help you with independent advice and support if you need it in terms of raising a complaint.  You can contact them by telephone on 0800 917 2127. You can also go to your local Citizens Advice Bureau or visit their website: [www.cablanarkshire.org.uk](http://www.cablanarkshire.org.uk).

Alternatively, please ask our staff for a copy of the NHS Lanarkshire public facing complaints procedure, which Kirkview Medical Practice comply with. This gives you information on the types of complaints we can receive and how we go about investigating them.

Thank you.