Complaints, compliments and suggestions

This leaflet gives you information about how to tell us what you think about NHS Fife.
Staff at NHS Fife want to know what you think about the help that you get from us. This is sometimes called the service.

You can tell us about the things that you liked about NHS Fife. This is sometimes called a compliment.

You can tell us about the things that you did not like about NHS Fife. This is sometimes called making a complaint.

You can tell us about ways that you think we can make NHS Fife better. This is sometimes called a suggestion.
This is how you tell NHS Fife about your compliment or suggestion.

**Compliments**

Tell staff from NHS Fife about the things that you liked about their service.

**Suggestions**

Tell staff from NHS Fife about the ways you think we can make NHS Fife better.

There is a form at the back of this leaflet.

You can write your compliments and suggestions on this form.
These are the things you can complain to NHS Fife about:

- The care or help you get from NHS Fife staff.
- The place where you get help. This might be a doctor’s surgery, a hospital or a clinic.
- The NHS Fife staff that help you with your health.
These are the things you can not complain to NHS Fife about

Care or treatment that you get somewhere else. This might be if you go to a private hospital for help.

Things that a lawyer is helping you to complain about.
This is what to do if you need help to make a complaint about NHS Fife.

You can talk to staff at advice services like Citizens Advice and Rights Fife.

Citizens Advice and Right Fife have lots of offices in Fife.

You can phone them to ask which office is nearest to you.

0845 1400 095
This is what to do if you need help to make a complaint about NHS Fife.

You can ask for help from an advocate. An advocate will help you to speak up for yourself.

The Scottish Independent Advocacy Alliance can help you to get an advocate if you need one.

You can write to the Scottish Independent Advocacy Alliance.

You can telephone Scottish Independent Advocacy Alliance.
This is how you make a complaint about NHS Fife

Tell staff from NHS Fife when you are not happy about something.

This could be a doctor, a nurse or other health staff.

Staff from NHS Fife will listen to what you say.

They will try to sort out your complaint right away.

Staff from NHS Fife will not treat you badly because you have made a complaint.
This is how you make a complaint about NHS Fife

You can talk to staff from Patient Relations about your complaint.

You can go to the Patient Relations office. The office is in Hayfield House. The office is open Monday to Friday from 8.30am to 5pm.

You can telephone Patient Relations.

You can email Patient Relations. The email address is patientrelations.fife@nhs.net

You can write a letter to Patient Relations.
This is what will happen when Patient Relations get your complaint

Staff from Patient Relations might telephone you to tell you that they have read your complaint.

Staff from Patient Relations will send you a letter to tell you that they have read your complaint.

They will send you this letter within 3 working days.

Staff from Patient Relations will let you know what they are going to do to sort out your complaint.
This is what to do if you are not happy with the help you get from Patient Relations.

You can tell the Scottish Public Services Ombudsman about your complaint. This is sometimes called SPSO.

The Scottish Public Services Ombudsman do not work for the NHS. They look at complaints about the NHS.

You can write to the Scottish Public Services Ombudsman. The address is:

The Scottish Public Services Ombudsman
Freepost EH641
Edinburgh
EH 3 0BR

You can telephone the Scottish Public Services Ombudsman.

0800 3777330.

You can email the Scottish Public Services Ombudsman. The email address is ask@spso.org.uk.
Complaints, compliments and suggestions form

You can use this form to tell us about:

Compliment
Things you like about NHS Fife and the service you got.

Suggestion
Things NHS Fife could do to make the service better.

Complaint
Things you did not like about NHS Fife and the service you got.

Please tick the box beside the thing you want to tell us about.
Complaints, compliments and suggestions form

Tell us some information about you.

Your name: ........................................

Your address ..................................
.............................................
.............................................
.............................................

Your telephone number .........................

Please write about your complaint, compliment or suggestion on some paper and post it with this form.

If you would like someone to contact you, tick this box.  

Send this form and your extra paper to Patient Relations.

Patient Relations
Fife NHS Board
Hayfield House
Hayfield Road
Kirkcaldy
KY2 5AH
Staff from the Communication for Health project made this leaflet.

The Communication for Health project helps people by making information easy to read.

The pictures on this leaflet are from Photosymbols 3.

You can go to our website to find out more information about our project.

www.nhsfife.scot.nhs.uk/easyread