

Tell the right person at the time

This may be either:

- The person looking after you
- Your nurse or doctor
- The Hospital Director, Director of Clinical Services or a senior member of staff any time during the process

Giving feedback

If you wish to provide a compliment, raise a concern or a complaint you can write to the Hospital Director or email patientliaisonedinburgh@spirehealthcare.com

If you want to take this matter further

You can write to our National Complaints Lead at
Spire Healthcare
3 Dorset Rise, London, EC4Y 8EN
Email patientcomplaints@spirehealthcare.com

If you are still not fully satisfied

You can write to the Independent Sector
Complaints Adjudication Service

At anytime during the process you can complain to
Healthcare Improvement Scotland at:

Independent Healthcare Team
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB

Call **0131 623 4342**

Email hcis.clinicregulation@nhs.net

www.healthcareimprovementscotland.org

Please be aware that complaints procedures may differ in England and Scotland.

Spire Murrayfield Hospital

122 Corstorphine Road
Edinburgh
EH12 6UD

Call 0131 334 0363

Email info@spireedinburgh.com

Spire Shawfair Park Hospital

10 Easter Shawfair
Edinburgh
EH22 1FE

Call 0131 654 5600

Email info@spireedinburgh.com

www.spireedinburgh.com

For more information

Search 'Spire Edinburgh Hospitals'



Spire

Edinburgh Hospitals

Murrayfield and Shawfair Park



Please talk to us

Looking after you.

Your views matter...

We're listening

We understand that you may feel a little anxious about coming into hospital, so we do everything we can to make you feel as relaxed and confident as possible.

We are committed to maintaining the highest standards in all aspects of care so when patients and visitors offer praise – or criticism – we listen carefully. We review all the comments you make and we use that information to improve our services and facilities even further.

If you have a complaint or concern

If you are unhappy with our facilities or service, we want to know about it as soon as possible. We will investigate the situation so that we can explain, apologise and take positive action where necessary.

We take all comments and complaints seriously and we always:

- Handle complaints confidentially
- Offer a clear and complete investigation

How long do you have to make a complaint?

You can make a complaint up to six months after the event occurred. Complaints that occurred more than six months before complaint is received will not be investigated, unless the complainant could not have known about the complaint earlier.

Local resolution – tell us straight away

If you tell us as soon as the problem arises, it can often be sorted out without delay. In many instances, the person in charge of your daily care should be able to help with day-to-day queries. Otherwise, the Hospital Director or a senior member of staff will be happy to assist.

Our local Patient Experience Lead at Spire Edinburgh Hospitals is:

Patient Experience Lead
Spire Edinburgh Hospitals
122 Corstorphine Road
Edinburgh
EH12 6UD

Tel: **0131 316 2596**

Email: **patientliaisonedinburgh@spirehealthcare.com**

Local resolution – write to us

If you prefer you can put your comments in writing. You should write a letter to the Hospital Director at the above address, stating:

- Where your treatment took place
- The date on which you had reason to complain
- Names of the consultant(s), nurses or other staff who were caring for you, if known
- The type of treatment you received
- A clear description of your complaint
- Details of what you would like us to do to put it right
- Any further comments that you want to bring to our attention

Getting back to you

We will acknowledge receipt of your complaint within two working days. An investigation will be undertaken and you will receive a reply outlining what we have found in our investigation. This will be sent to you within 20 working days. If the investigation is still ongoing after 20 days a letter will be sent explaining why it's taking us longer than normal.

In very complex cases, which may take more time, you will be sent regular progress reports. The hospital may suggest a meeting to talk through your issues and attempt to resolve them.

Second stage – internal review

If your complaint is not resolved through local resolution, you can take your complaint to the National Complaints Lead of Spire Healthcare by emailing **patientcomplaints@spirehealthcare.com**. The Hospital Director's letter will explain what to do and where to send your correspondence. The National Complaints Lead will review your complaint and offer any advice to help resolve the matter.

Third stage – referral to the Independent Sector Complaints Adjudication Service

If you are still not satisfied, you have the right to take your complaint to independent adjudication. This process is run by the Independent Sector Complaints Adjudication Service (ISCAS) who only become involved once you have been through Spire Healthcare's complaints policy. If we have been unable to resolve your complaint, this process will be explained in the letter from the National Complaints Lead.

If you would like to bring your experience to the attention of Healthcare Improvement Scotland (which you can do at anytime during the process) their contact details are shown on the reverse of this leaflet.