



To All GP Practices
NHS GG&C

JB Russell House
Ground Floor
Gartnavel Royal Hospital Campus
1055 Great Western Road
Glasgow G12 0XH

Date: 27th November 2020
Direct Line: 0141 211 3944

Dear Colleagues,

THE PATIENT RIGHTS (FEEDBACK, COMMENTS, CONCERNS AND COMPLAINTS) (SCOTLAND) DIRECTIONS 2017 - REQUIREMENT TO PROVIDE QUARTERLY COMPLAINTS INFORMATION TO THE NHS BOARD – CORONAVIRUS

We wrote to you in March, as the first Coronavirus lockdown started, postponing the 2019-20 Quarter 4 Complaints survey to enable you to deal with the unprecedented and unknown challenge that Coronavirus posed. Over the summer period, the usual quarterly reports were similarly put on hold. We have now clarified that the requirement for Boards to report on complaints for the full year 2020/21 remains across all services, and we are seeking your assistance with this. We are therefore asking you to provide information on the year so far in January, with the usual quarter 4 and annual survey in March / April. For the data for the year so far, we appreciate that in some cases the data may be incomplete particularly where practices have been affected by staff absence, and would ask you to provide what you can and be clear in the narrative about any exceptional issues. The complaints surveys will be issued as follows:

- We will run Quarters 1 to 3 together starting on Monday 14th December and ending on Friday 22nd January, using a single form to collect the three quarters data, then
- Quarter 4, and the Annual Feedback survey will be run from Monday 29th March to Friday 23rd April.

As before the surveys will be carried out in Webropol, and I would like to thank you in advance for assisting us with this.

If you have any questions about this or any queries relating to the complaints policy, please contact Ian Mackie, Primary Care Training and Development Manager, at ian.mackie@ggc.scot.nhs.uk or by phone on (0141) 201 4718. Could you also contact Ian if you believe you will have particular challenges completing the return?

Yours sincerely

A handwritten signature in black ink that reads 'Lorna Kelly'.

LORNA KELLY
HEAD OF PRIMARY CARE SUPPORT AND DEVELOPMENT

Lorna Kelly, Head of Primary Care Support and Development
Tel No: 0141 211 3944