

LAUDERDALE MEDICAL PRACTICE

www.lauderdalemedicalpractice.scot.nhs.uk



Dunbar Medical Centre, Queens Road,
DUNBAR, East Lothian, EH42 1EE
Telephone: 01368 861435

Dr Neil Black

Dr Catriona Campbell

Dr Catharine George

Dr David Hogg

Do you want to comment on the standard of service you received from Lauderdale Medical Practice? Do you wish to express dissatisfaction about the Practice's actions or lack of action?

Praise and Problems!

Please tell us what we do well and what we do badly! Mistakes can happen but misunderstandings are more common. Both are better sorted out sooner rather than later.

There are many ways you can do this.

In Person

You can approach Reception and discuss your comment or problem with a Receptionist or you can ask to speak directly with our Practice Manager, Moira Winning.

By Phone

Call 01368 861435 between 8:00am and 6:00pm Monday to Friday. You can discuss with a Receptionist or ask to speak to our Practice Manager.

By Email

An email can be sent to the Practice via our feedback option on our web-site or you can email the Practice Manager:

moira.winning@nhslothian.scot.nhs.uk

In Writing

Please address all correspondence to our Practice Manager, Lauderdale Medical Practice, Dunbar Medical Centre, Queens Road, Dunbar, East Lothian, EH42 1EE.

We have a Two-Stage Complaints Procedure

Stage One

We will always try to resolve your complaint quickly, within 5 working days, if we can. If you are not satisfied with the initial response you can ask us to consider your complaint at Stage 2. If your complaint is complex or needs a more detailed response we will immediately progress to Stage 2.

Stage Two

We will look at your complaint again if you are unhappy with the response at Stage 1 or if your complaint is complex and needs a more detailed response. Complaints will be acknowledged within 3 working days and a further detailed response will be provided within no more than 20 working days. Some complex responses may take longer, but we will always keep you updated.

Still Not Satisfied

If you are still unhappy or unsatisfied with our response, you can contact the Scottish Public Services Ombudsman. They will consider your complaint. We will provide details on how to contact them when we send you our final response.

If you have a complaint about staff not belonging to our Practice, or for further information about the NHS Complaints Procedure, or advice on making a complaint, contact the NHS Lothian Complaints Team who is based at Waverley Gate, 2-4 Waterloo Place, Edinburgh, EH1 3EG.

Complaints about the out of hours service should be addressed to:
Lothian Unscheduled Care Service, Astley Ainslie Hospital, 133 Grange Loan,
Edinburgh, EH9 2HL.

Lauderdale Medical Practice
Dunbar Medical Centre
Queens Road, Dunbar
East Lothian, EH42 1EE
01368 861435

www.lauderdalemedicalpractice.scot.nhs.uk

Large Print Version Available From Reception

Z:\Standard forms\Stationery