



National Health Service in Scotland
Management Executive

INFORMATION SERVICES AGENCY	
RECEIVED	
28 MAR 1994	
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REFERRED TO	ACTION TAKEN

St Andrew's House
Edinburgh EH1 3DG

Dear Colleague

HOSPITAL COMPLAINTS PROCEDURE ACT 1985

Summary

1. This Circular applies the terms of the Hospital Complaints Procedure Act 1985 Direction 1991 to those NHS Trusts which come into operation on 1 April 1994. It also requires Trusts to provide statistical information on the handling of complaints from that date.

Action

2. The Direction attached at Annex A requires the NHS Trusts listed in the Schedule to comply with the terms of the 1991 Direction issued to Health Boards on 19 September 1991. For convenience the 1991 Direction is attached as Annex B.

3. Most NHS Trusts will already be complying with some of the requirements of the 1991 Direction in their present role as Directly Managed Units. However, some additional requirements of the Direction will now have to be met in relation to the monitoring of complaints (paragraph 4) and publicity for the complaints procedure (paragraph 5).

4. Under the terms of the Act the Direction applies only to the complaints of hospital patients but the Secretary of State would like Trusts to adopt similar procedures in respect of community health services.

5. The Direction includes no universal maximum timescale for dealing with complaints. Trusts should set their own standards against which performance should be assessed.

6. NHS Circular GEN(1992)27 introduced a system to collect statistical data on complaints from Health Boards and Trusts. The Trusts referred to in the 1994 Direction attached are required to submit returns direct to Information and Statistics Division beginning with the April-June 1994 quarter. Chief Executives are asked to nominate an officer who will

25 March 1994

Addressees

For Action:

Chief Executives,
NHS Trusts

For Information:

General Managers,
Health Boards

Secretaries/Chief
Officers of Local
Health Councils

Health Service
Commissioner for
Scotland

Enquiries to:

Martin Rogers
Directorate of Health
Care
NHS Management
Executive
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EH1 3DG

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be responsible for liaising with Information and Statistics Division on the submission of the returns. The name of the officer should be notified as soon as possible to Peter Knight in ISD, Trinity Park House, South Trinity Road, Edinburgh EH5 3SQ (Telephone 031 552 6255 Extension 2739).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Isabelle Low', written in a cursive style.

ISABELLE LOW
Director of Health Care

**NATIONAL HEALTH SERVICE
HOSPITAL COMPLAINTS PROCEDURE ACT 1985 DIRECTION 1994**

The Secretary of State for Scotland, in exercise of the powers conferred on him by Section 2(5) of the National Health Service (Scotland) Act 1978 as read with Sections 1(1) and 1A of the Hospital Complaints Procedure Act 1985 hereby directs the National Health Service Trusts ("the Trusts") in the undernoted Schedule as follows:-

1. The Trusts shall, mutatis mutandis comply with the Hospital Complaints Procedure Act 1985 Direction dated 19 September 1991.
2. This Direction comes into force on 1 April 1994.



ISABELLE LOW
Director of Health Care
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Ext 2455

25 March 1994

SCHEDULE

Angus National Health Service Trust
Dumfries and Galloway Acute and Maternity Hospitals National Health Service Trust
Dundee Healthcare National Health Service Trust
East and Midlothian National Health Service Trust
Edinburgh Healthcare National Health Service Trust
Edinburgh Sick Children's National Health Service Trust
Falkirk and District Royal Infirmary National Health Service Trust
Fife Healthcare National Health Service Trust
Glasgow Royal Infirmary University National Health Service Trust
Greater Glasgow Community and Mental Health Services National Health Service Trust
Hairmyres and Stonehouse Hospitals National Health Service Trust
Highland Communities National Health Service Trust
Inverclyde Royal National Health Service Trust
Kirkcaldy Acute Hospitals National Health Service Trust
Law Hospital National Health Service Trust
Perth and Kinross National Health Service Trust
Queen Margaret Hospital National Health Service Trust
Renfrewshire Healthcare National Health Service Trust
Royal Infirmary of Edinburgh National Health Service Trust
Stobhill National Health Service Trust
West Glasgow Hospitals University National Health Service Trust
Western General Hospitals National Health Service Trust