

**SCOTTISH  
PUBLIC  
SERVICES  
OMBUDSMAN**

People Centred | Improvement Focused



Address: FREEPOST SPSO

Freephone: 0800 377 7330

(Confidential to all prisoners)

# Prison healthcare complaints

**Date**

**Dear**

Thank you for asking us to look at your complaint about healthcare in prison.

We can only consider your complaint after you have completed the NHS complaints procedure. From the information you have provided, it does not appear that you have done this.

Please see details of the complaints procedure on page two of this leaflet.

The advice below tells you what you need to do next:

- ☐ Submit your completed complaint form to the prison healthcare team (stage one).
- ☐ Contact the prison healthcare team to request your stage one response.
- ☐ If you remain unhappy with your stage one response, you should progress your complaint to stage two by writing to the NHS board. You should explain what your complaint is, why you are unhappy and what you would like the NHS to do as a result of making your complaint.
- ☐ Contact the NHS board to request your final stage two response.



## How to complain about Prison Healthcare

### Stage 1 - Prison Healthcare

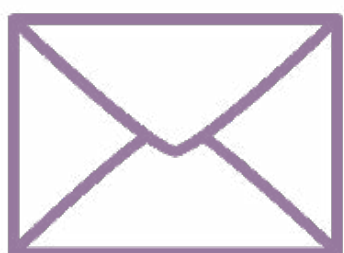
Please ask the Prison Healthcare Team for a complaint form. You should complete this form and hand it into the healthcare centre. They will consider your complaint and aim to respond to you within five working days.

### Stage 2 - NHS Board

After you have received your stage one response, if you remain unhappy, you should progress your complaint to stage two by writing to the relevant NHS board for the prison healthcare team that you are complaining about.

They will consider your complaint and aim to respond to you within twenty working days. Please see page three for their address and page four for how to structure a letter.

Once you receive a final stage two response, and if you remain dissatisfied, you can return to the Scottish Public Services Ombudsman (SPSO). Please contact us to request a complaint form.



## NHS Board Addresses

### **HMP Addiewell & HMP Edinburgh**

NHS Lothian  
Patient Experience Team  
Mainpoint  
102 Westport  
Edinburgh, EH3 9DN

### **HMP Barlinnie, HMP Greenock, HMP Lowmoss and Lillas Centre**

Glasgow City HSCP  
Commonwealth House  
32 Albion Street  
Glasgow, G1 1LH

### **HMP Castle Huntly and HMP Perth**

NHS Tayside  
Patient Experience Team  
Ninewells Hospital  
Dundee, DD1 9SY

### **HMP Dumfries**

NHS Dumfries and Galloway  
Patient Experience Team  
Second Floor South  
Mountainhall Treatment Centre  
Bankend Road  
Dumfries, DG1 4AP

### **HMP Glenochil, HMP Polmont and HMP Stirling**

NHS Forth Valley  
Patient Relations Team  
Forth Valley Royal Hospital  
Stirling Road  
Larbert, FK5 4WR

### **HMP Grampian**

NHS Grampian  
Feedback Service  
Summerfield House  
2 Eday Road  
Aberdeen, AB15 6RE

### **HMP Inverness**

NHS Highland  
Duffy Drive  
Inverness, IV2 3HH

### **HMP Shotts**

NHS Lanarkshire  
Patient Affairs - Primary Care  
Kirklands  
Fallside Road  
Bothwell, G71 8BB

### **HMP Kilmarnock**

NHS Ayrshire and Arran  
Complaints Team  
PO Box 13  
Eglinton House  
Ailsa Hospital  
Dalmellington Road  
Ayr, KA6 6AB

## Example of how to write a complaint letter

**Please keep a copy of your complaint letter**

To: NHS complaints address

Your name

Prison number

Prison address

Date

Dear \_\_\_\_\_,

I would like to complain about my healthcare in prison.

1. Give details of what you are unhappy about.
2. Clearly explain what you think would resolve the problem.

Please contact me to acknowledge my complaint and confirm that it will be investigated. I would also like to know when I can expect a stage two response.

Yours sincerely,

Your name

### SPSO Privacy Notice

All prisoners have free and confidential access to our phone number. All calls to us are 'privileged'. This means **the prison do not listen to or record them**.

However, **we may record calls to and from SPSO phone lines** to check the quality of our service and help us do our job to help you. You can find more details in our privacy notice: **[www.spsso.org.uk/privacy-notice](http://www.spsso.org.uk/privacy-notice)** or ask us to send you a copy. Please ask if you want to confirm if a call is or is not being recorded or if you would like to know what options may be available to you if you do not wish to be recorded.

We are committed to protecting your privacy. We use information given to us about you and your complaint for its intended purpose and in line with the Data Protection Act 2018 and the SPSO Act 2002. To find out more about how we handle your information and your rights, see our website **[www.spsso.org.uk/privacy-notice](http://www.spsso.org.uk/privacy-notice)** or ask us for a copy.