



# **RAIGMORE PATIENTS GUIDE**

**RAIGMORE HOSPITAL  
OLD PERTH ROAD  
INVERNESS IV2 3UJ  
TEL: 01463 704000**

*Working with you to make Highland a healthy place to be*

**A large print version of this leaflet, and versions in  
other languages are also available.  
Please contact: 01463 704462**

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**Patients and visitors are not permitted to smoke in the hospital.**

## **Welcome**

Dear Patient,

Welcome to Raigmore Hospital. We understand that admission to hospital, and treatment, can be stressful. However, we will do our very best to make your stay as pleasant as possible, and that any questions you have are answered in language you can easily understand

We hope this booklet will help you during your stay in Raigmore Hospital, but if you do have any questions please do not hesitate to contact the Nurse-in-Charge of your ward, or your consultant.

Best wishes for a speedy recovery.

Susan Eddie

***General Manager***

**Raigmore Hospital aims to provide the highest standards of care and service for you.**

Our aim is to ensure that:

- You are treated as an individual person, with dignity and respect.
- You receive clear explanations regarding your diagnosis and treatment.
- Wherever possible you will be given choices and be involved in making decisions about your health.
- Any information you give to our staff will be treated in strictest confidence.
- You can get as much information as you want about your condition, assisted by access to appropriate information held about you in your medical records.
- There are close links between the different people who provide your care.
- You have information to help you stay as healthy as possible.
- Any comments or complaints you make are treated fairly and quickly.

**In return please note that:**

NHS Highland will not tolerate any act of aggression (verbal or physical) directed at any member of staff, be it by patient, relative or visitor.

## **Arriving at the Hospital**

### **How do I get there?**

Patients normally arrange their own transport but **if you are medically unfit** to travel by public transport, speak to your own GP about ambulance transport. As you will appreciate, the use of an ambulance is not intended as a substitute for public transport, or for help from a friend or relative.

### **Travelling by bus:**

- the hospital is well served by public transport.
- frequent bus services to Raigmore from the town centre run at approximately 15 minute intervals throughout the day.
- buses from the centre of Inverness leave from a bus stop in Queensgate; the numbers of buses that leave from there are 3, 3A, (3B), 4 and 4A.
- Queensgate is very close to the both the railway station and the bus station.

### **Travelling by car:**

- Taxis and private cars can set you down and collect you at the main entrance (maximum waiting time: 10 minutes).
- Free 24-hour taxi phones are available inside the main entrance (opposite the WRVS shop), the Outpatient Department and Accident and Emergency.
- A large car park in front of the hospital is provided for private cars. Payment of £1.00 per visit is required on exit (coins accepted are £1, 50p, 20p and 10p).
- A number of clearly marked parking spaces are reserved for disabled drivers only. Please do not park in bays reserved for disabled drivers unless you are a disabled driver.
- On occasion the car park is full to capacity and arrangements are then in place to redirect cars to temporary parking.

For those visiting long term in-patients a discounted parking scheme is available. Enquiries should be made to the Car Park Support Office between the hours of 9am to 1pm Monday to Friday. Outside of these times please report to the main reception desk and request the attendance of the Duty Security Officer who will assist with your enquiry.

### **Special requirements for any patients with a disability, or who may have difficulty in walking**

- If you require any help to get from the car park, or from the bus stop, in

to the hospital please do not hesitate to contact us. Please phone the main reception desk on 01463-704228 and arrangements will be made about the best way to help you.

- If you are being taken by car to the hospital your car can be parked right outside the main entrance for a few minutes. This will enable you to travel the shortest distance into the hospital. Please advise the reception desk that this is being done.
- A wheelchair can also be made available at shorter notice by going to the reception desk at the main entrance on arrival and asking for assistance.
- If you are deaf, or hard of hearing, we can arrange communication support. Please contact the telephone number on the letter you received, or ring 01463-704228
- If you have difficulty understanding English we can provide an interpreter. Please contact the telephone number on the letter you received, or ring 01463 704228.

### **What should I bring with me?**

- Could you please bring into hospital all medicines you are taking including oral contraception and non-prescription medicines such as herbal and homeopathic. Please take in the medicines in their original container or package
- Nightwear including dressing gown, slippers, toiletries and cotton underwear (only all-cotton underwear can be worn in the operating theatres).
- A packet of disposable hand wipes for use before mealtimes.
- Regularly used equipment (eg. walking frame, stick, etc.) - contact the Nurse-in-Charge if you are in doubt.
- A small amount of money might be required for shops, newsagent facilities and hospital trolley service (see "Shops and Facilities" for more details).
- Telephone numbers and addresses of relatives, or close friends.

### **What happens when I arrive?**

You should report directly to the ward.

If you are being admitted to the Maternity Unit, please report to the receptionist in the maternity wing.

### **What will happen when I first reach the ward?**

You will be welcomed by a nurse, or the ward receptionist, who will introduce themselves to you. Your details will then be taken before you are shown the facilities of the ward, and introduced to other patients.

We wish to treat each person as an individual and our staff will do all they

can to meet your personal needs. However most wards have certain routines and these will be explained to you.

## **Medical care**

### **What can I expect to be told about my care and treatment?**

It is important that you should fully understand the nature of any treatment or operation that you may undergo. This will be explained to you by the doctor and nurses who will answer any questions you might have.

Your Doctor and your Nurse should discuss plans for your care and treatment shortly after admission, and at intervals during your stay in hospital. Whenever possible you, and your close relatives/friends if you wish, will be encouraged to be involved so that your individual needs are met. If you have any special needs, or preferences, for example relating to religious beliefs or diet, please inform your doctor or nurse. If you are unsure about any aspect of your treatment or condition please feel free to speak to your doctor or nurse.

Details about your progress will only be given to your relatives and friends if you request it. Please be assured that your confidentiality will be respected.

### **What if I need an operation?**

If you are to have an operation or procedure carried out your hospital doctor will explain what will be done and why it is necessary. The hospital doctor will then ask you to sign a form affirming your understanding and agreement to the operation or procedure. If you need further explanation please ask the doctor before signing the form.

In the case of young people under 16 years of age the consent of their parent or guardian may be requested.

Before going to theatre the anaesthetist will have a chat with you to give you further explanations and reassurance as required, and to check that you are fit to undergo an operation.

You will not be allowed to eat or drink for several hours before the anaesthetic is given. The nurse will explain what you can expect to happen before and after your operation. That is what procedures are likely to be carried out and how you might feel.

## **Life at Raigmore**

### **Ward Layout**

**Most wards contain both large rooms - with five or six beds - and also a number of single rooms. Male and female patients do not share the same room in any ward, so your privacy is assured.**

### **Smoking**

Smoking will not be allowed anywhere in Raigmore Hospital. This will allow Raigmore Hospital to fulfil its Health Improvement role and to meet the Government's ban on smoking in public places. This applies to all patients, visitors and staff. Regular smokers often find that coming into hospital will be assisted with no smoking while in hospital.

If you are concerned about this change, and are due to come into hospital, please discuss with your General Practitioner (GP). Alternatively you may want to talk to the Smoking Cessation Service on Lo-call 0845-7573077 or Smokeline on 0800-848484.

Once you are in hospital you may ask the ward staff to contact the hospital advisor who helps patients stop smoking.

### **Meals**

Meals are served on the ward between the following times:

Breakfast	7.00am – 8.00am
Lunch	12.00 midday – 1.00pm
Supper	5.00pm – 6.00pm

Snacks may be served at other times during the day and before you retire for the evening. Each day you will receive a menu card to complete which offers a choice of dishes for all main meals. Special requests such as no red meat or vegetarian meals can be catered for as well as your preference for a large or small portion. Please speak to the Nurse-in-Charge.

All food served by the Catering Services Department is free of genetically modified produce and, should there be any item served which is not GM-free, notification will be given.

### **Money and valuables**

Raigmore Hospital cannot accept responsibility for any personal property, which you may retain with you on the ward. It should be noted that bedside cupboards are not lockable. Please do not bring large quantities of money and any valuables with you.

Arrangements can be made with the Nurse-in-Charge if you wish to deposit money and valuables for safe-keeping. These will be secured with the Hospital Cashier. You will be given a receipt, and this should be produced when you wish to withdraw your possessions. Unless sufficient notice of withdrawal is given, only limited sums may be available in cash; larger sums and any balances on discharge will normally be paid by cheque. The Cashier's Office is closed in the evening and at weekends.

### **Clothing and personal items**

Each bed has a locker and wardrobe where you can keep the toiletries and clothing you will require. Please remind your relatives or friends to bring in appropriate clothing ready for your discharge home.

### **Personal laundry**

Patients make arrangements for the washing of their own laundry. In exceptional circumstances the hospital may undertake certain laundering arrangements. Please ensure that all clothing is of "wash and wear" material. Our sewing room will label such items of clothing.

Patients admitted to Ward 5A, or their relatives, are asked to check with the Nurse-in-Charge of Ward 5A to determine the most suitable arrangements.

### **Fire safety in hospital**

- All Raigmore staff are fully conversant with the procedures to be carried out to ensure safety in the event of fire. Fire prevention is important and your compliance with the rules is essential.
- Each weekday morning you will hear a series of loud short pips when the fire alarm is tested. A red light will flash on the alarm itself.

### **Leaving the Ward**

We need to know where you are if you ever have to leave the ward. Could you please ensure that you inform a member of the ward staff before you leave the ward? Can you please do this whenever you go away from the ward, for whatever reason?

## **The Hospital Team**

### **Medical Staff**

The senior physicians and surgeons are known as Consultants, one of whom will be responsible for your care. The consultant will usually be assisted by a Registrar, Staff Grade Doctor or a junior doctor in training.

## **Nursing Staff**

In most wards a Ward Sister or Charge Nurse wears a dark blue uniform, and is in charge of the ward. In Gynaecology, Maternity and the Children's Ward, the charge nurse wears light blue with dark blue piping. She/He will be assisted by trained staff such as Staff Nurses, Enrolled Nurses and Nursing Auxiliaries, as well as student nurses in training. All female staff nurses wear light blue dresses, or trouser suits. Male nursing staff wear a white tunic top and navy blue trousers. Nursing Auxiliaries wear gold-coloured uniforms.

## **Social work staff**

Social Work Services staff based at Raigmore Hospital provide a service to patients, their relatives or carers who are experiencing the effects of illness and/or disability. Social Work Services aim to:

- Provide practical and emotional support to individuals who may be experiencing the effects of illness and/or disability.
- As part of the multi-disciplinary approach to patient care, work with other disciplines in order to achieve and ensure the best possible care for each individual in hospital and on discharge.
- Leaflets explaining in detail the assessment process for Single Shared Assessment, Free Personal and Nursing Care, and arranging alternative care arrangements, for example Care Home accommodation, can be provided by the Social Worker. The Nurse-in-Charge will contact the Raigmore Social Work Department on your behalf.
- The Social Work Department is based in the Outpatients Department and is open from 9am to 5pm, Monday to Friday. Outwith these hours, referrals of an urgent/emergency nature can be referred to the Emergency Service Co-ordinator (tel: 0845 7697284).

All staff carry identification badges and are happy to offer their help throughout your visit to Raigmore. Don't be afraid to ask!

## **Chaplaincy**

The department offers pastoral care to all patients and their relatives. Regular visits are made to the wards. If you would like a visit from a Chaplain, make sure this is marked on your admission form or ask the Nurse-in-Charge or a relative to contact the office (ext. 4463).

- If you would like your Minister or Priest to visit, write his or her name and your church affiliation on your admission form. They will be notified.
- A service of worship for patients, relatives and staff is held each Sunday at 9.45am in the Chapel. Escorts are available to help you along. Services are held by the Roman Catholic and Anglican Chaplains and details are posted in the wards.

- The chapel is open at all times as a place of quiet and meditation. Booklets offering comfort, prayer and advice can be found in the Chapel vestibule.

## **Teaching**

Raigmore Hospital undertakes training for medical, nursing and other professions. You may be asked if you will allow students to come with a senior doctor or nurse to learn details of your condition and share in your care. You have the right to refuse without prejudice to your treatment, but please feel assured you are always in the care of qualified staff.

## **Visiting**

- Visiting times in all adult wards are 3pm-5pm, and 6pm-8pm. Visiting outwith these times is at the discretion of the Nurse-in-Charge who will endeavour to accommodate your request.
- Please remember that treatment, tests and operations are carried out during the day, and that the Nurse-in-Charge may exercise discretion to control visiting, in the interest of the patient.
- We ask visitors to check with the Nurse-in-Charge, when they arrive, that it is convenient to visit.
- To avoid overtiring patients we ask everybody to co-operate by limiting the number of visitors at any one time **to two**, and the duration of any visit to **half an hour**.
- Children in hospital may be visited by parents and close relatives at any time.
- Detailed advice for visitors to the Special Care Baby Unit, the Children's Ward, Coronary Care and Intensive Therapy Unit, is available on information sheets issued by these units.
- The main Dining Room, the Blue Dolphin restaurant on the ground floor, is available to relatives and visitors.
- **Please note that mobile phones should not be used in the hospital as they can interfere with medical equipment.**

## **Infection Control**

**The hospital takes every step to eliminate infections.**

Your visitors can assist us in this by doing the following:

- Please don't sit on the beds
- Please don't touch medical equipment
- If you do visit more than one patient, or come into contact with another patient please wash your hand immediately, or use the alcohol gel available in the ward

- Please ask the ward staff before visiting any patient in a single room
- If you have a cold, or you have been in contact with any infectious disease such as measles, chickenpox, German measles, etc. please postpone your visit.

### **Enquiries about progress**

We realise that your relatives will be anxious to know how you are progressing. Enquiries may be made by telephone. It is very helpful if one member of your family acts as the main contact point as this avoids multiple enquiries having to be handled by nursing staff (when a nurse has to answer a phone call this takes him/her away for caring for patients). Enquiries will be dealt with by the Nurse-in-Charge, who will also be pleased to respond to direct enquiries during visiting periods. Medical staff are happy to speak to close relatives. Please ask the Nurse-in-Charge to make a mutually convenient appointment.

### **Leaving Hospital**

#### **Discharge Arrangements**

A letter will be sent to your doctor giving full details of your treatment and any subsequent follow-up care required. If you need to attend an Out-Patient Clinic, an appointment will be made for you. Before you leave the hospital:

- Arrangements for getting home are the responsibility of the patient or relative. Ambulances can be arranged for medical reasons only on the recommendation of the doctor looking after you. If you foresee any difficulties please tell the Nurse-in-Charge as soon as possible (possibly when you arrive).
- Be sure to talk to the nurse responsible for your care about your discharge arrangements, **before** you contact your family or friends.
- You will be given a letter from the hospital doctor to give to your GP and if necessary a District Nurse. Please make sure you deliver these within 24 hours if possible.
- You will be given any instructions about treatment and/or medication that will continue once you go home.
- If you need to take any medicines at home you will normally be given a 28 day supply. If you brought your own medicines into hospital these will be returned to you, but you should take only what is prescribed by the hospital doctor. Please allow time for your discharge prescription to be prepared as this may take some time.
- If you are not going to your home address, give the ward an address to

which mail can be forwarded.

- Many patients being discharged will wait in the Discharge Lounge which is located near to the Outpatients Department. It provides a safe and comfortable waiting area for relatives (or an ambulance) to pick up any patient who is ready to go home. The facility is staffed by a trained nurse and an auxiliary, meals and refreshments are available.

The Discharge Lounge also has a pick up point where relatives can park, for a short period, for free. Currently it operates Monday – Friday, 9am to 5pm.

## **Shops and Facilities**

### **Shop**

Stationery supplies, stamps, confectionery, soft drinks and a range of toiletries are available from the Women's Royal Voluntary Service (WRVS) shop inside the hospital main entrance.

For fresh fruit and flowers the WRVS also run another small shop just inside the front entrance, which also sells newspapers and magazines, etc.

### **Tea Bars**

Two tea bars (inside the Main Hospital Entrance and Out Patients Department) offer a range of sandwiches, biscuits, tea, coffee, soups and cakes.

On all public holidays these tea bars will be closed, however tea and coffee are available in the Dining Room.

### **Telephones**

Public telephones are located inside the hospital main entrance, the Out Patients Department, Accident and Emergency Department, and in the Maternity Unit. All wards are equipped with a (portable) telephone trolley for patients wishing to make outgoing calls. Please note that all the telephones are cash, or can be used with British Telecom charge cards.

### **In the Wards**

The WRVS trolley visits the wards Monday to Friday each afternoon with toiletries, shampoos, stationery, stamps, confectionery, biscuits, etc.

A newsagent also calls daily at the wards.

### **Gifts of foodstuffs, beverages, or sweets**

In the case of children, visitors are kindly requested to leave all food, sweets, etc., with the Charge Nurse. If the children are left with sweets in their lockers, they may share them with other children - sometimes immediately before an operation is due or when the child's treatment

depends on a special diet.

### **Patientline, Television, radios and personal stereos**

The Patientline service is now available in most Raigmore Hospital wards. Each bed now has a television on a folding arm, allowing each patient to choose what is watched. Radio programmes can also be heard on Patient line terminal.

There is also an individual telephone attached to each television terminal. Calls can be dialled directly to the patient from the relative and friends. Outgoing calls can also be made from this telephone. There is a charge for using the television and telephone. The radio is free. Details on the service are available by phoning 0800-9593100, which is a free phone number. Patientline staff are also available in the hospital to help patients.

Patients are free to bring in their own personal stereos or miniature TVs (earphones must also be brought in). If such equipment is mains powered, it must be checked by the hospital electrician. The equipment should not be used until this check is done. Delay in checking may be experienced over weekends.

### **Hospital Radio**

Inverness Hospital Radio broadcasts daily and details of the programmes can be found in the Inverness Hospital Radio booklet, which is readily available to all wards.

### **Patients with hearing difficulties**

"Easicom" hearing aids are available in most wards. Please ask the Nurse-in-Charge if you wish to use this aid and one will be located for you.

### **Medical statements**

If you require a medical statement to cover your absence from work, or to claim Social Security Benefits, please speak to the Nurse-in-Charge.

## **MORE SERVICES**

### **The Patient Lodge - Kyle Court**

Kyle Court, the Patient Lodge, is available for patients whose treatment does not require them to stay in hospital but who may need to stay near the hospital to avoid lengthy journeys home between treatment or after minor surgery.

The Patient Lodge is situated in the hospital grounds, near the staff residence. A receptionist is on duty between 9 am and 9 pm. A separate booklet is available upon request by phoning 01463 704343.

For any other accommodation requirements of relatives, ward staff will be pleased to advise on bed and breakfast places, etc.

### **Citizens' Advice Bureau (CAB) and The Macmillan CAB Service**

The Raigmore Hospital Citizens' Advice Bureau offers free, independent and confidential advice for patients, their carers, families or hospital staff.

The new Macmillan CAB is especially for people living with cancer.

Many patients or people affected by illness may have questions or need information on issues such as benefits, prescriptions, claiming fares, housing, employment rights, travel insurance and debts.

We can help in all these areas and many others, providing a listening ear, practical guidance and representation. You will find us at Raigmore Hospital, where we are clearly signposted, and you can come in person or call to arrange an appointment. Home visits where needed can be arranged. Tel 01463-706014

To speak to a specialist cancer welfare rights worker, ask for Peter or Elaine at the new Macmillan CAB service. Tel 01463-706178

### **Health Information Point**

The Health Information Point is at the Outpatient entrance situated by the Outpatient Tea Bar. Free, friendly and confidential health information is available for anybody.

Opening hours are:

Monday – Thursday 10.00am – 4.00pm

Friday 10.00am – 2.00pm

The Information Point may be contacted on Lo-call 0845-757 3077

### **Books and Library**

The Red Cross runs a small, well-stocked library on the ground floor (opening hours: Tuesday, Wednesday and Thursday 2 pm - 4 pm). Please ask the ward staff for directions. A library trolley service also brings books on a regular basis to all the wards. Please remember to return your books before you leave.

### **Women's Royal Voluntary Service**

The WRVS provides three services in Raigmore with the shop, trolleys and escort service, and around 300 volunteers. All profits from the WRVS hospital service are donated back to the hospital.

A wide variety of services are also provided in the community and these might be helpful when you return home.

Lunch Clubs, Meals on Wheels and the Highland Helpcall scheme are particularly recommended. Please contact your local WRVS office – their number can be found in the phone book.

If you are interested in helping with the WRVS either in the hospital or in

the community, please contact your local office.  
Volunteers are always welcome.

### **League of Friends**

The League of Friends of Raigmore Hospital was started in 1980, with a view to helping the new hospital. Since that time, many thousands of pounds have been raised to provide facilities for patients - those include ice making machines, pumps for the oncology unit, fans, special mattresses and pictures.

The League also has a group of friends and members who visit patients who are far from home, or who have no regular visitors.

New friends and members are always welcome, and application forms are obtainable from: Honorary Secretary, The League of Friends of Raigmore Hospital, c/o The Chaplaincy Department, Raigmore Hospital, Inverness IV2 3UJ.

### **PRIVATE AND AMENITY BEDS**

#### **Private patients**

Raigmore Hospital is an NHS hospital but, under the terms of the NHS (Scotland) Act 1978 there is a provision for private patients to be treated within the hospital. Although the facilities in Raigmore are excellent, private patients occupy the same accommodation as NHS patients, although where possible single accommodation will be provided. Patients interested in private healthcare at the hospital can contact our Safe Haven office on extension 5170 for further details.

#### **Amenity beds**

Most of the accommodation in Raigmore Hospital is in six-bedded units. On each ward a number of single rooms may be available for a small daily charge. No additional charge will be made for hospital treatment or staff. If you are interested in occupying an amenity bed, you should contact the ward staff nurse, who can be reached at the number on the front of this booklet.

#### **General**

Both private and amenity patients must understand that the use of single rooms is governed by medical priorities, and on occasion a single room may not be available for use. In exceptional circumstances, you may be asked to vacate such accommodation should urgent medical need dictate.

### **INFORMATION PROVIDED BY PATIENTS**

We ask for information about yourself so that you can receive proper care

and treatment. We keep this information, together with details of your care, because it may be needed if we see you again. We may use some of this information for other reasons: for example, to help us protect the health of the public generally and to see that the National Health Service in Scotland (NHSiS) runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information: for example, to notify a birth. Everyone working for the NHSiS has a legal duty to keep information about you confidential. You may be receiving care from other people as well as the NHSiS. So that we can all work together for your benefit, we may need to share some information about you. We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests. Whenever we can, we shall remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

You have a right of access to your health records. In terms of the Data Protection Act you are entitled to a copy of your personal data held by us on a computer on payment of a fee.

To ensure fast reporting of laboratory test results, we operate a computerised reporting system which is accessible by your general practitioner (GP). This means your GP can see the results of tests ordered by your hospital doctor and the other way around.

If you wish to see your healthcare records, please ask in the ward for the leaflet "How to see your Health Records" and an application form. The leaflet explains your rights. The application form should be completed and returned if you wish to see your records.

## **COMMENTS, COMPLIMENTS and SUGGESTIONS, CONCERNS and COMPLAINTS**

### **Comments, Compliments and Suggestions**

If you would like to make a comment about our services, or suggest ways in which they can be improved, special forms are available in every ward and department. Each will be read by senior managers, who will do their best to act on your ideas.

### **Informal Complaints**

If you are unhappy about our services and wish to make a complaint, please raise the matter with the staff member concerned, or with the person in charge of the ward or department, whenever possible. They will do their very best to resolve your concerns there and then. This is how

most complaints are settled. If you are not satisfied with the answer you get, please ask for the Duty Manager. He or she will listen to your complaint and suggest a way of resolving it. This might involve meeting a senior member of staff, or arranging for someone to telephone you to try to resolve matters.

### **Formal Complaints**

(a) If you wish to speak to someone out with the ward or department concerned, please contact:

**The Complaints Team**

**NHS Highland**

**PO BOX 5713**

**INVERNESS**

**IV1 9AQ**

**Tel: - 01463-705997**

**Fax: - 01463-711322**

**Email:complaints.mailbox@haht.scot.nhs.uk**

If English is not your first language an interpreter can be arranged or please feel free to write your letter of complaint in your own language.

(b) A complaint can be submitted either within six months of the vent itself, or within six months of the complainant becoming aware of a cause for complaint, provided – normally – that this is not more than 12 months after the event itself. You will receive an acknowledgement of your complaint within three working days.

(c) Your complaint will be thoroughly investigated and you will receive a written reply within 20 working days. If the investigation is taking a little longer than usual, you will receive a letter explaining the delay and indicating when final response will be sent.

**A leaflet “Making a Complaint about the NHS”** is available on the NHS Highland website on: [www.show.scot.nhs.uk/nhshighland](http://www.show.scot.nhs.uk/nhshighland)

The leaflet is also available in other languages and versions on the web site. Leaflets can also be obtained from the Complaints Team, see above.

### **Write to the Chief Operating Officer**

If you wish you can write directly to NHS Highland’s Chief Operating Officer at:

**Chief Operating Officer**

**NHS Highland**

**Assynt House**

**Beechwood Park**

**Inverness**

**IV2 3HG**

## **PATIENTS' COUNCIL**

Raigmore Hospital's Patients' Council is here to support the views of patients and their families, and to provide the hospital's senior managers with a patient's perspective. If you have any ideas, comments, suggestions or issues you would like to be raised through the Patients' Council, please contact 01463-705155 to speak to a Patients' Council member.

An alternative is to e-mail through the Patients' Council web site:

[patientscouncil@haht.scot.nhs.uk](mailto:patientscouncil@haht.scot.nhs.uk).

The Patients' Council may also be contacted by post at:

Raigmore Hospital Patients' Council, Raigmore Hospital, Old Perth Road, Inverness IV2 3UJ.

This will ensure the matter is raised at the next Patients' Council meeting.

The Patients' Council's web site is being re-constructed but will soon be available on: <http://www.thehpc.org.uk/raigmore>

## **GIFTS AND DONATIONS**

Occasionally patients wish to show their appreciation to the hospital. We ask that gifts of any description should be for the benefit of a group of staff, such as a ward or department, and **not** for **individual** employees who are not allowed to accept personal gifts.

Raigmore Hospital benefits from a number of endowment funds, which are administered by its Finance Department. Anyone wishing for more information should contact The Director of Finance, NHS Highland, Assynt House, Beechwood Park, Inverness, IV2 3HG (Telephone 01463 704836)

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