



Patient Rights (Scotland) Act 2011

2011 asp 5

Patient feedback, comments, concerns or complaints

14 Encouragement of patient feedback etc.

- (1) A relevant NHS body is to encourage patients to give feedback or comments, or raise concerns or complaints, on health care.
- (2) Patients may give such feedback or comments to, or raise such concerns or complaints with—
 - (a) the relevant NHS body, or
 - (b) a provider of the patient advice and support service.
- (3) Where feedback or a comment is given to, or a concern or a complaint is raised with, a provider of the patient advice and support service, the provider may pass the feedback, comment, concern or complaint to the relevant NHS body (but only with the consent of the patient).
- (4) The relevant NHS body must consider feedback, comments, concerns or complaints received with a view to improving the performance of its functions.
- (5) The Scottish Ministers may require a relevant NHS body to provide them with information regarding the performance of the duties under subsections (1) and (4).
- (6) The Scottish Ministers may give a relevant NHS body directions about the performance of the duties under subsections (1) and (4).