

NHS Tayside
Complaints and Feedback
Ninewells Hospital
Dundee
DD1 9SY
01382 660111
www.nhstayside.scot.nhs.uk



PRIVATE AND CONFIDENTIAL

Ms Namrata Dhingra
n.dhingra7@gmail.com

Date	23 March 2021
Your Ref	
Our Ref	22483
Enquiries to	Jane Allison Complaints & Feedback Co-ordinator 35507
Extension	35507
Direct Line	Freephone 0800 027 5507
Email	TAY.feedback@nhs.scot

Dear Ms Dhingra

Thank you for your email to your General Practitioner (GP) which you forwarded to the Complaints and Feedback Team on 12 March 2021, in which you raised concerns regarding your recent Covid-19 vaccination at the Caird Hall, Dundee. Please accept our apologies for the concern this has caused you.

An investigation into the concerns you raised has been undertaken on my behalf and I can provide the following information.

I apologise that you were not told which vaccine you were receiving. There is no issue with showing people attending for vaccination the vial and confirming what type of COVID-19 vaccine it is. Please be assured that this will be fed back to the vaccination team to ensure that it does not happen again.

The photograph of the vaccine record card that you included in your email is used by Public Health England and has not been implemented in Scotland. Across Scotland there is a post immunisation leaflet that is given to each person describing what to expect after immunisation and there is a place to document the date of the second dose.

I can confirm that no one is allowed to take photographs in the vaccination centres; there is security around all vaccine labels to reduce the risk of any counterfeit.

I hope that these assurances convince you to attend for your second vaccination to ensure that you receive maximum protection from the COVID-19 virus.

We hope you have been assured that we take all concerns brought to our attention very seriously and thoroughly review the issues raised in an effort to improve the experience of our patients. If we have not resolved your concerns and you would like the opportunity to discuss this, please contact Jane Allison, Complaints and Feedback Co-ordinator, on the above freephone number.

If you are satisfied that all of your issues have been addressed but are dissatisfied with the outcome of your complaint, you have the option of contacting the Scottish Public Services Ombudsman (SPSO) whose details are at the foot of this letter.



Everyone has the best care experience possible
Headquarters: Ninewells Hospital & Medical School,
Dundee, DD1 9SY (for mail) DD2 1UB (for Sat Nav)

Chair, Lorna Birse-Stewart
Chief Executive, Grant R Archibald



In order to improve how we provide our complaints service we would like to better understand your personal experience of making a complaint and would value your feedback. We will use this feedback to make changes and improvements to our services. We would like to invite you to complete our Patient Feedback Questionnaire. This survey is anonymous and any responses will be treated in the strictest confidence.

You can complete the questionnaire online at <https://www.surveymonkey.co.uk/r/D7KRKDH> or, if you would prefer to complete a paper survey, please contact the Complaints and Feedback Team on 0800 027 5507 (freephone) or email TAY.feedback@nhs.scot. The Team can send you a questionnaire in the post along with a freepost envelope to make it easier to respond.

We do hope you are able to provide us with your feedback and look forward to hearing from you. It would be helpful if you could return this survey within two weeks.

Yours sincerely



Emma Fletcher
Director of Public Health
NHS Tayside

If you remain dissatisfied with the outcome of your complaint, you have the option of contacting the Scottish Public Services Ombudsman (SPSO). The SPSO cannot normally look at:

- > a complaint that has not completed our complaints procedure
- > events that happened, or that you became aware of, more than 12 months ago
- > a matter that has been or is being considered in court.

The SPSO's contact details are:

SPSO
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

Freepost SPSO

Freephone: 0800 377 7330
Online contact: www.spsso.org.uk/contact-us
Website: www.spsso.org.uk
Mobile site: <http://m.spsso.org.uk>