

## **Complaints Procedure - Patient Leaflet**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. Our complaints procedure meets the national criteria of 'Putting Things Right' (Welsh Government - April 2011).

### **How to Complain**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a complaint, we would like you to let us know as soon as possible ideally, within a matter of days or at the most a few weeks because this will enable us to establish what happened more easily. Complaints should be in writing via mail or email addressed to The Practice Management Team. You can email direct to [practice.manager.w00067@wales.nhs.uk](mailto:practice.manager.w00067@wales.nhs.uk)

Alternatively, you may ask for an appointment with one of the team to discuss your concerns. It will be of great help if you are as specific as possible about your complaint.

### **What we shall do**

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint and responded within 30 working days of the date when you raised it with us. We shall then be able to offer you an explanation, or a meeting with the people involved. If these time limits cannot be met, for various reasons, then we will let you know why. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you would like to do this.
- Make sure that you receive an apology, where this is appropriate.
- Discuss the problem with the whole team and if possible ensure that the problem does not recur.

### **Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable because of illness of providing this, or a parent complaining on behalf of their child, or the complaint relates to a deceased patient. A consent form is attached, when applicable.

## **Contacting the Hywel Dda University Health Board**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. But this does not affect your right to approach the Hywel Dda Health Board, if you feel that you cannot raise your complaint with us. In this instance you should contact the Local Health Board's Complaints Officer for further advice by telephoning 0300 0200 159 or emailing [hdhb.patientsupportservices@wales.nhs.uk](mailto:hdhb.patientsupportservices@wales.nhs.uk) You can write a letter for the attention of the Chief Executive, Freepost RTJR-ZKJG-JZTC Patient Support Services, Hywel Dda University Health Board, Fishguard Road Haverfordwest SA61 2PZ

## **Contacting Llais**

If you need help to raise a concern, Llais - your voice in Health and Social Care can help you do this. Llais is an independent body, and it is a free Advocacy service and can provide information, advice and support to members of the public who wish to raise a concern. Llais can support you to raise a concern and give advice on the most appropriate course of action. You can contact your local Llais office using the information below:

### ***Carmarthen***

*Advocacy Service  
Llais - West Wales  
Suite 5, First Floor  
Ty Myrddin  
Old Station Road  
Carmarthen  
SA31 1BT*

### ***Milford Haven***

*Llais - Milford Haven  
Suite 18 Cedar Court  
Havens Head Business Park  
Milford Haven  
SA73 3LS*

***Tel:*** 01646 697610

***Email:*** [westwalesadvocacy@llaiscymru.org](mailto:westwalesadvocacy@llaiscymru.org)

They also have a website at <https://www.llaiswales.org>

## **What happens if you are not satisfied?**

If you remain dissatisfied, you can ask for an independent review of your complaint by the Public Services Ombudsman for Wales. You can write to Public Services Ombudsman for Wales at 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ or telephone 0300 790 0203.

There is a website too at [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

A printed version of our full complaint procedure can be obtained from one of our two reception desks or can be downloaded from our surgery website.



Patient Consent Form

Full Name of Patient .....

Address .....

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Date of Birth .....

I hereby agree that my health record and any personal information can be used in the investigation of my complaint. I understand that access to my health record and personal information will be limited to what is relevant to the investigation of the complaint and will only be disclosed to people who need to know it in order to investigate my complaint.

Signature of Patient ..... Date .....