

Ty Bryn Surgery



PRACTICE COMPLAINTS INFORMATION LEAFLET

If you have a complaint or concern about the service that you have received from this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint we would ask you to let us know as soon as possible, ideally within a matter of days or at most a few weeks, because this will enable us to establish all the facts more easily. However, if this is not possible then please let us have details of your complaint within twelve months of the incident/problem (if a longer period of time has passed it may still be possible to deal with the concern if there are good reasons for the delay).

Complaints should be addressed to our Practice Manager, Cath Hodgson, either by letter or via email sent to practice.manager.w95008@wales.nhs.uk Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will help us greatly if you are as specific as possible about your complaint.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality and GDPR. If you are complaining on behalf of someone else we have to know that you have permission to do so. This will have to be provided in writing.

Our Procedure

We will acknowledge your complaint within two working days and aim to have looked into it and send you a written response within thirty days when we will be in a position to offer you an explanation or a meeting with the people involved. When we look into your complaint our aim is to

- Find out what happened and what went wrong

- Make it possible for you to discuss the problem with the parties concerned
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again

If you are not happy with our investigation and response to your complaint

You can complain to the Ombudsman

Their address is Public Services Ombudsman for Wales, 1 Ffordd Yr Hen Gae, Pencoed, CF35 5LJ. Tel no 0300 790 0203.
Web: www.ombudsman.wales

Complaining to the Health Board

We hope that if you do have a problem, you will use our Practice Complaints Procedure as we believe this gives us the best opportunity to put right whatever has gone wrong. This however does not affect your right to approach the Health Board if you feel that you cannot complain to. In this case you should ring the Putting Things Right Team via:

- Customer Contact Centre on 01495 755656
- Emailing puttingthingsright.ABHB@wales.nhs.uk
- By writing to The Chief Executive, Aneurin Bevan University Health Board, St Cadoc's Hospital, Lodge Road, Caerleon, Newport, NP18 3XQ

However, please bear in mind that the Health Board may decide to refer the complaint to us for us to investigate and respond to you.

You may also wish to contact Aneurin Bevan Llais – formally known as Community Health Council - for guidance and support in making a complaint via:

- Tel 01633 838516
- Emailing enquiries@waleschc.org.uk
- Their website is www.llaiswales.org