

Pen Y Bont

Raising Your Concerns & Complaints

We, at Pen Y Bont Surgery, pride ourselves on the quality of service which we offer to our patients. Please help us to continue this and let us deal with any concerns which you have.

If you have a concern or complaint about the services we provide for you please let us know.

Making a complaint

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

- **Within 12 months of the incident,**
- **or within 12 months of you becoming aware of the matter.**

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority. See the separate section in this leaflet for what to do in this case.

Send your written complaint to:

Practice Manager
Pen Y Bont Surgery,
The Roe,
St Asaph,
LL1 0LU

By telephone: 01745 583 208

By email: Practice.Manager.w91023@wales.nhs.uk

(If this concern is in relation to the Practice Manager, this should be raised with a GP Partner verbally or in writing, explaining fully the nature and extent of your concern.)

What we do next

We aim to settle complaints as soon as possible.

We will acknowledge receipt within two working days, and aim to resolve the matter as soon as possible normally within 30 working days of the date when you raised it with us, but will give you some idea of how long that may take at the outset as sometimes this may take longer if your complaint is complex. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you wish to do so.

When the investigations are complete, a final written response will be sent to you.

If your complaint involves other organisations (e.g. social services) we will liaise with the organisation so that you receive one coordinated reply. We may need your consent to do this.

The final response letter will include details of the result of your complaint and also your right to refer the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the authority provided.

If you remain dissatisfied with the response to your complaint under the first stage, you have the right to ask the Public Services Ombudsman for Wales to review your case or seek advocacy from Community Health Council, there is also a dedicated Concerns Team for the Betsi Cadwaladr University Health Board (details all below).

Public Services Ombudsman For Wales:

1 Ffordd yr Hen Gae,
Pencoed,
CF35 5LJ

Tel: 0300 790 0203

Web Address: www.ombudsman-wales.org.uk

Community Health Council Denbighshire/Flintshire/Wrexham Locality Office

Cartrefle, Cefn Road, Wrexham, LL13 9NH
Telephone: 01978 356178

Concerns Team Betsi Cadwaladr University Health Board

Telephone: 01248 384 194
Email: ConcernsTeam.bcu@wales.nhs.uk

The Concerns Team, Ysbyty Gwynedd, Bangor, Gwynedd, LL57 2PW