

## If you are Dissatisfied with the Outcome

You have the right to approach the

**Public Services Ombudsman for Wales**

**Ffordd yr Hen**

**Pencoed**

**Cardiff**

**CF35 5LI**

**Tel: 01656 641150**

## Concerns Handling

The Practice Manager is responsible for the operation of the Concerns procedure and the investigation of Concerns. The Senior Partner is responsible for the effective management of the Concerns procedure and for ensuring that action is taken in light of the outcome of any investigation.

## Your Views are Valued

We value your views about the Practice and the services we provide, we would like you to tell us what we do well and what we could do better.

Please use this leaflet to tell us your views, the comments section will help to develop our services and make any improvements in our current services.

You do not have to give us your name and address but if you would like us to contact you please provide your details in the space provided.

## Comments

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Compliment  Comment  Concern

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## Llanfyllin Group Practice



## Concerns Procedure

**Version 1.5. Date republished: January 2017**

## Making a Formal Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned 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, 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 discovering that you need to complain so long as it isn't greater than **12 months** after the event.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

**Send your written complaint to:**

**Juliet Nixon**

**General Practice Manager**

**Llanfyllin Group Practice**

**High Street**

**Llanfyllin, Powys.**

**SY22 5DG**

## What we do next

We look to settle Concerns as soon as possible.

We will acknowledge receipt within 4 working days, and aim to have looked into the matter within 30 working days. You may 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 would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

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

## Raising Concerns on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to raise a concern 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.

Please ask at reception for the Concerns Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which 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.

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

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