

BISHOPS ROAD MEDICAL CENTRE

SUGGESTIONS, COMMENTS & CONCERNS INFORMATION LEAFLET FOR PATIENTS

If you have a suggestion, comment or concern about the service you have received from the doctors or any of the staff working in this Practice, please let us know.

Who can raise a concern?

If this is something that has happened to you, you can raise the concern yourself. If you prefer, a carer, friend, relative, a member of the Concerns Team at the Local Health Board or your local Community Health Council (CHC) can represent you. The CHC provides a free independent advocacy service which is able to help you, or the people acting for you, to raise a concern but you will be asked to agree to this.

How soon should I tell someone about my concern?

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 in this way and you wish to take the matter further, we would like you to let us know **as soon as possible** - ideally, within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If a long time has passed but there are good reasons for the delay, tell us anyway as we may still be able to deal with your concern.

What should I do?

Complaints should be addressed to Mrs Julie Brewerton (Practice Manager) or any of the doctors at Bishops Road Medical Centre, 1 Bishops Road, Cardiff CF14 1LT. Alternatively, you may ask for an appointment with the Practice Manager who will explain the complaints procedure to you and make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What happens next?

We will:

- let you know that we have received your concern within 2 working days;
- ask if you have particular needs that we should be aware of in dealing with your concern;
- investigate your concern;
- decide with you whether we need to get specialist advice (such as a clinical opinion) or other independent help with sorting out your concern.
- let you know what we have found and what we are going to do about it;
- in most cases, let you have a final reply within 30 working days of the date when we first received your concern. If we can't reply to you in that time, we will give you the reasons why and let you know when you can expect a reply.

Some cases might need further investigation under the Redress Arrangements. Redress is a range of actions that can be taken to resolve a concern where the organisation might have been at fault in causing some harm. It can include a written apology and explanation of what happened, an offer of treatment/rehabilitation to help relieve the problem and/or financial compensation. If Redress may apply to your concern we will let you know what this means in more detail.

What you should do if you are still unhappy

If your concern has been investigated by us and you are still not happy with our response, you can contact the Public Services Ombudsman for Wales. The contact details can be found at the end of this leaflet.

Useful Contacts

NHS Direct

Tel: 0845 4647

www.nhsdirect.wales.nhs.uk

Local Health Board Concerns Team

Cardiff & Vale University Health Board

7th Floor

Brecknock House

University Hospital of Wales

Heath Park

Cardiff

CF14 4XW

Tel: 029 20744095 or 029 20743301

Fax: 029 20336365

e-mail: concerns@wales.nhs.uk

Health in Wales

www.wales.nhs.uk/ourservices/directory

Putting Things Right

www.puttingthingsright.wales.nhs

Community Health Council:

Cardiff and Vale Community Health Council

Community Health Council Offices

Unit 3, Pro-Copy Business Centre

Parc Ty Glas

Llanishen

Cardiff

CF14 5DU

Tel: 02920 750112

www.communityhealthcouncil.org.uk

Email: Cavog.chiefofficer@waleschc.org.uk

Find your local Citizens Advice Bureau by contacting:

Tel: 0844 477 2020

www.adviceguide.org.uk/wales

Independent watchdog for the health services in Wales

Health Inspectorate Wales

Rhydycar Business Park

Merthyr Tydfil

CF48 1UZ

Tel: 03000628163

www.hiw.org.uk

Contacting the Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Tel: 0845 601 0987

www.ombudsman-wales.org.uk

Email: ask@ombudsman-wales.org.uk