

Comments, suggestions or concerns about services
provided by



A Guide for Patients
Our approach to good service

- While we aim to provide a high quality service at all times, we recognise that there may be occasions when our services fall short of what you may expect from us.
- This leaflet has been prepared to explain the practice's procedure for dealing with any suggestions or concerns from patients regarding the services received. We regard any comments made by patients as valuable aids in sustaining and improving the quality of service that you receive.
- We hope that nothing occurs, whilst you or your family are in our care, which makes you concerned. However, should you feel that you have reason to be unhappy, we will deal with it in a proper manner.
- At the time you are attending the surgery or receiving services at home, please feel free to discuss any fears you may have with the doctor or member of staff who is dealing with you. It is best to express concern at this stage so that you can be reassured or further action can be taken.
- We are pleased to receive comments about Health Visitors, District Nurses, Midwives, Counsellors, Phlebotomists and other staff attached to our practice but, because we are not responsible for these services, it will be necessary for us to forward your comments on to the appropriate body. We would need your permission to do this.

Complimentary comments on good service

Should there be any aspects of our service that you feel are particularly good, we would like to know and in this event you may write to the Practice Manager. We will use this opportunity to bring your satisfaction to the attention of the individual(s) concerned.

If you have any problems with our services

- Please discuss your concerns while you are receiving treatment, or as soon as possible thereafter. We can then improve the situation.
- If you do not want to discuss it with the doctor or member of staff treating you, ask to speak to the Practice Manager, or senior member of staff.
- Alternatively, you may write to the Practice Manager. Please keep copies of any letters you send us.
- We will deal with your concerns in line with the guidelines issued by the Welsh Government, details of which are in the leaflet “Putting Things Right”.
- In the first instance your concern will be reviewed by the doctor you usually see, who may wish to discuss the matter with you further. If so, we will make an appointment for you at a mutually convenient time.

If you need help

If you need help to tell us about your concern, please let us know, or contact your local Community Health Council (CHC). Your local CHC provides a free and independent advocacy service, which is able to help patients or the people acting for them to raise a concern. The CHC will offer advice and support, including putting you in touch with specialist advocacy services if you need them.

The contact details of the local CHC are as follows

Telephone: 02920 750112

Email: Cavog.chiefficer@waleschc.org.uk

Address:

Cardiff and Vale of Glamorgan Community Health Council
Unit 3, Pro-Copy Business Centre (Rear), Parc Tŷ Glas,
Llanishen, Cardiff, CF14 5DU

Should you be dissatisfied with our response

If your concern has been looked at by us and you are still not happy with our response, you can contact the Public Services Ombudsman for Wales.

Their contact details are

Tel: 0300 790 0203

www.ombudsman-wales.org.uk

Email: ask@ombudsman-wales.org.uk

Address: 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ