

Comments, complaints and suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making a complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

If you have a Data Protection complaint including how the surgery processes or handles personal data or problems accessing your information, please let us know.

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 make a complaint, we would like 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 what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

The Practice Manager will be pleased to deal with any complaint. They will explain the procedure to you and make sure that your concerns are dealt with promptly. Accessible ways of making a complaint include:

In person or over the Telephone – please ask to speak to the Practice Manager.

In writing by post or E-mail - Some complaints may be easier to explain in writing, - please give as much information as you can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible.

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 30 working days of the date when you raised it with us. We shall then be in a position to hopefully offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like either over the phone or in-person.
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we will need to establish your authority and obtain appropriate evidence without due delay.

What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Public Services Ombudsman for Wales to review your case.

Contact details:

Public Services Ombudsman For Wales

Phone: 0300 790 0203

E-mail: ask@ombudsman.wales

Postal address: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

Website address: www.ombudsman.wales

If your complaint is a data protection complaint and you are unhappy with the outcome of our response, you have the right to contact the ICO.

Contact details:

Information Commissioner's Office

Phone: 0303 123 1113

Website: [Make a complaint](https://ico.org.uk/make-a-complaint) | [ICO](https://ico.org.uk/our-work)

Support and Guidance

The People's Enquiry and Resolution Service (PEARS) is a dedicated patient support service across NHS Wales. It acts as a single, compassionate point of contact for patients, carers, and families to share feedback, ask questions, or quickly resolve concerns about their care or treatment.

Contact details:

People's Enquiry and Resolution Service (PEARS)

Phone: 03000 851 234

E-mail: BCU.PEARS@wales.nhs.uk

Website: <https://bcuhb.nhs.wales/patients-and-visitors/peoples-enquiry-and-resolution-service-pears/>

Llais North Wales is an independent statutory body in Wales, separate to a Health Board. They have a team who can provide a free independent advocacy and support service to anyone who raises concerns about NHS and social care and treatment.

If there is harm or injury, you can get legal advice. If you start legal action, the Listening to People investigation stops. If you are not sure, services like Llais can help you understand your options.

Llais (North Wales)

Phone: 01248 679284 /01978 356178

E-mail: northwalesenquiries@llaiscymru.org

Website Address: www.llaiswales.org

Waunfawr Surgery

Address: Liverpool House, Waunfawr, LL55 4YY

Telephone: 01286 650223