

Policy, Procedures and other Written Control Documents Template

Version. 1.0

Reference Number.



Meddygfa Pendre Surgery

COMPLAINTS PROCEDURE

Author & Title	Mr Paul Deaves, Deputy Manager.				
Responsible Dept / director:	HR / CLINICAL GOVERNANCE				
Approved by:	Mrs. Alison Davies				
Date approved:	04.08.23				
Date activated (live):	04.08.23				
Documents to be read alongside this document:	N/a				
Date of next review:	August 2025, unless significant changes arise prior.				
Date completed:	04.08.23				
First operational:	*Prior to August 2023.				
Previously reviewed:	*See below.				
Changes made yes/no:	Aug-24 No				

*This document has been completed in August 2023.

N.B. Staff should be discouraged from printing this document. This is to avoid the risk of out-of-date printed versions of the document. The Intranet / shared drive should be referred to for the current version of the document.

COMPLAINTS PROCEDURE

PRACTICE CONCERNS PROCEDURE

If you have a concern about the service you have received from anyone working in this practice, please let us know.

HOW TO VOICE YOUR CONCERNS

We hope that most problems can be sorted out easily and quickly, often at the time they arise if you ask to speak to a manager at the time of your concern. If your problem cannot be sorted out this way- please let us know **as soon as possible** – ideally within a matter of days- because this will enable us to establish what happened more easily. If that is not possible, please let us have the details of your concerns:

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

Complaints should be addressed to either Paul Deaves, Deputy & HR Manager, Mrs Jilly Edge Reception, or Mrs Alison Davies Practice Manager. Alternatively, you may ask for an appointment with one of them to discuss your concerns.

WHAT WE SHALL DO

We shall acknowledge your letter within 2 working days from receipt and aim to have looked into the matter within 20 working days. This should allow us to offer you an explanation, or a meeting with the people involved. When we look into the matter we shall aim to:

- Find out what happened;
- Make it possible for you to discuss the problem with the GP concerned if appropriate;
- Give any explanations when needed and give an apology where it is appropriate;
- Identify what we can do to make sure the problem doesn't happen again;
- Log the concern on our complaints log / risk register;
- Offer a second opinion on clinical issues if appropriate.

We hope that you will use our practice complaints procedure if you have a problem. We feel that this give us the best chance to put right what went wrong and an important opportunity to improve our service.

Concerns Team:

If you feel that you cannot approach us with your problem, or that you are dissatisfied with the result of our investigation; you can contact the,

In writing: Concerns Team, Ysbyty Gwynedd Hospital, Bangor, Gwynedd, LL57 2PW

By telephone: 01248 384194

E-mail: ConcernsTeam.bcu@wales.nhs.uk

Also available to help you is your local Community Health Council, their address is as follows: Unit 1B and 1D Wilkinson Business Park, Clywedog Road South, Wrexham LL13 9AE, telephone 01978 356178. Alternatively, you can contact the Ombudsman on **0300 790 0203**.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If you wish to discuss a problem on behalf of someone, we need to know that you have their permission to do so. We require written consent from the patient giving us permission to discuss and correspond with a named person other than themselves (unless they are incapable of doing so e.g., due to illness).

SAR / Rights to Object, Erasure, Rectification, and Data Portability Complaints

Patients if dissatisfied can complain further to the ICO

The Information Commissioner's Office (ICO)
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545745