

## Raising a concern

We always try to provide the best service possible, but there may be times when you feel this has not happened. Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first. If you wish to raise a concern, in the first instance please speak to the relevant department manager since we'd like to try and resolve problems straight away and without causing you any further unnecessary inconvenience. There is always a member of the management team present in the surgery during opening hours, who will be able to help you. If the relevant departmental manager is unavailable or if you're unsure who to approach, you can arrange to speak to any of the managers by asking at reception.

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, giving as much detail as you can, 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 becoming aware of the matter

If you are a registered patient you can raise a concern about your own care. You are not able to raise a concern about someone else's treatment without their written authority. See the separate section in this leaflet.

### **Please send your written concern to:**

Mr Gwyn Hughes  
Patient Services Manager  
Clarence Medical Centre  
West Kinmel Street  
Rhyl  
LL18 1DA  
Ccm enquiries.w91003@wales.nhs.uk

## What we do next

We aim to resolve concerns as soon as possible.

We will acknowledge receipt of your concern within three working days, and aim to have looked into the matter and respond to you 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 concern 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, a final response will be sent to you.

Where your concern 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 concern 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 concern and also your right to escalate the matter further if you remain dissatisfied with the response.

## Raising a concern 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.

Where the patient is incapable of providing consent due to illness or accident, it may still be possible to deal with the concern. Please provide the precise details of the circumstances that 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 directly with the patient, or may be able to deal direct with the third party. This depends on the wording of the authority provided.

## Further contact details

You are also entitled to complain directly to the Betsi Cadwaladr Health Board who will decide whether to investigate the matter themselves or refer it back to the practice.

### **The Concerns Team**

Ysbyty Gwynedd  
Penrhosgarnedd  
Bangor  
Gwynedd LL57 2PW

**Tel:** 01248 384194

**Fax:** 01248 385318

**e-mail:** [ConcernsTeam.bcu@wales.nhs.uk](mailto:ConcernsTeam.bcu@wales.nhs.uk)

### **You may also approach your local community health council for help or advice;**

The community health council is based at the local health board (see address below). It provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

### **Community Health Council**

Denbighshire/Flintshire/Wrexham Locality Office  
Cartrefle  
Cefn Road  
Wrexham  
LL13 9NH  
Tel: 01978 356178  
Fax: 01978 346870  
Email: [admin@bcchc.org.uk](mailto:admin@bcchc.org.uk)

## If you are dissatisfied with the outcome

You have the right to approach the Public Health Service Ombudsman for Wales. The contact details are:

### **The Public Health Services Ombudsman for Wales**

**1 Ffordd yr Hen Gae**

**Pencoed**

**CF35 5LJ**

**Tel: 0300 790 0203**

**Fax: 01656 641199**

**Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)**