

**LLANSAMLET SURGERY**

**3 Frederick Place**

**Llansamlet**

**Swansea**

**SA7 9RY**

**Tel: 01792 771465**

**Website:**

<https://www.wales.nhs.uk/llansamletsurgery>

**PRACTICE COMPLAINTS PROCEDURE**

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This leaflet explains the Practice In-House Complaints Procedure which operate in line with the NHS Complaints Guidance "Putting Things Right – Raising a concern about the NHS from 1<sup>st</sup> April 2011"

The doctors and staff of Llansamlet Surgery aim to provide our patients with the highest possible standard of service but sometimes things do go wrong and you may wish to complain, raise a concern or suggest improvements.

If you have suggestions about how we can improve our service, please let us know. We have a Suggestions Box in the Foyer of the surgery premises where you can post your suggestion either with your contact details or anonymously. We are also happy to receive feedback via our website. Similarly, when the staff have provided a good service it is extremely rewarding if their efforts are recognised. Compliments are always welcome.

Your suggestions, compliments, concerns and complaints will help us to provide you with a better service.

Please be assured that your comments will be handled with complete discretion and that confidentiality will be maintained at all times. All information regarding your complaint will be handled in compliance with the Data Protection Act.

If you are unable to make the complaint yourself, anyone acting on your behalf will need your written consent to do so. Where a patient is unable to give written consent we will need evidence that you are their next of kin, or have their agreement before we proceed.

You and your family will not be penalised nor will your healthcare be adversely affected for making a complaint.

## **What is a concern?**

A concern is when you feel unhappy about a service provided to you. We aim to resolve concerns as soon as possible. On receiving your concern, we will investigate and try to put things right. We can also learn lessons with a view to improving services for the future.

## **How to raise a concern**

If you do decide to make a formal complaint, letters should be addressed to the Practice Manager or Senior Partner.

We will then:

- We will acknowledge receipt of your concern within 2 working days
- Investigate your complaint
- If appropriate, offer to meet you to address your concerns
- In most cases, we will offer a full written explanation within 30 working days of receiving your concern. If for any reason we are unable to obtain all the necessary information within that timescale we will keep you informed of the reasons for the delay.

## **Time Limits**

It is important that you make your complaint as soon as possible after the problem arises. Usually the NHS will only investigate complaints that are either:

- Made within 12 months of the event, or
- Made within 12 months of you becoming aware of the matter

If you are dissatisfied with the outcome, you have the right to approach the Public Services Ombudsman for Wales. The contact details are:

The Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ

Tel: 0300 790 0203  
Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)  
Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

You may also approach your local Community Health Council for help or advice:

The Community Health Council is based at the address below. It can provide you with 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 within the NHS.

Swansea Bay Community Health Council  
Cimla Health & Social Care Centre  
Cimla  
Neath  
SA11 3SU

Tel: 01639 683490  
Email: [swanseabay@waleschc.org.uk](mailto:swanseabay@waleschc.org.uk)

