

NORTH CARDIFF MEDICAL CENTRE

COMPLIMENTS SUGGESTIONS AND COMPLAINTS

PATIENT INFORMATION LEAFLET

Do you have suggestions about how we can provide a better service? Your suggestions, compliments or complaints will help us to improve the service we offer.

The staff working at North Cardiff Medical Centre aim to give you a good service. However, sometimes things do go wrong and you may want to complain or you may just want to tell us about your concerns or suggest improvements. All NHS organisations have a complaints procedure and at North Cardiff Medical Centre we operate a Practice complaints procedure as part of the NHS system for dealing with complaints. This leaflet tells you what to do if you have a complaint or concern about the service you have received from the Practice.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. In the first instance, please talk with the staff member who provided you with the service that you are concerned about. (If you are not sure who to speak to, please ask the receptionist). Often they will be able to deal with the problem straight away. If your problem cannot be sorted out this way and you wish to make a complaint, please let us know as soon as possible to enable us to establish what happened more easily. Usually, in line with NHS procedure, we will only investigate complaints that are:

- made within six months of the incident that caused the problem or
- made within six months of you discovering that you have a problem, provided this is within twelve months of the incident.

Complaints should be addressed to the Practice Manager, Mrs Sarah Morris who will acknowledge your complaint within two working days and aim to provide a response within twenty working days.

A complaint letter need not be long or detailed, but it should include:

- Who or what you are complaining about, including the names of staff if you know them
- Where and when the events of the complaint happened. If you are complaining about several matters, make it clear which are the most important ones
- What, if anything, you have already done about the issues
- What you would like from the complaint, (for example, an apology or an explanation, or changes to services).

If you want advice, there are people to give you help with what can be a complicated system. You can ask for advice and support from your local Community Health Council who provide a free independent advice and advocacy service. **Cardiff Community Health Council - telephone 02920 377407.**

If you remain dissatisfied or wish to bring your complaint to the attention of Cardiff Local Health Board, the statutory NHS body responsible for the Cardiff area, you may contact:

Mr Ceri Chaplin –Complaints Manager
Cardiff Local Health Board- Business Services Centre
Churchill House
17 Churchill Way
Cardiff
CF10 2TW
Telephone 02920 376821

An independent lay person at the Local Health Board will review your complaint with advice from another lay person and a clinical adviser where necessary. When they look at your complaint they will consider whether there is anything more that can be done locally or whether to hold an independent panel to investigate your complaint.

You will be informed of the reviewer's decision in writing. If you are not satisfied, you can complain to the Health Service Ombudsman.