



## Complaints & Concerns

### A guide for patients

Our aim is to provide the highest level of care for all our patients. We will always be willing to listen 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.

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 must 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. However the period within which complaints can be made is:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem, provided that is not later than 12 months after the event.

Mrs Dawn Price, Practice Manager, deals with all complaints together with one of the GP Partners. This leaflet is intended to help you understand our Practice Complaints procedure. The Practice Manager will explain the procedure to you and ensure that your concerns are dealt with quickly, efficiently and effectively.

Complaints may be made either

#### ***In person/telephone***

You should ask to speak to one of the Practice Managers, Mrs Gwyneth Gore or Mrs Dawn Price.

#### ***In writing***

Sometimes it is easier to explain your concern in writing. Please supply as much information as possible and forward your letter to **The Complaints and Concerns Administrator, Haygarth Doctors, The Medical Centre, Forest Road, Hay-on-Wye, Hereford HR3 5DS** as soon as possible.

## What happens next?

Our complaints procedure is designed to ensure we resolve any complaints as quickly as possible. Your complaint will be acknowledged within 2 working days. We will have investigated your complaint within 28 working days of the date you notified us of your complaint. We shall then be in a position to offer you an explanation in writing, and/or a meeting with the parties involved.

When we investigate your complaint, we

- look at what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like to do this
- make sure you receive an apology, where appropriate
- identify what steps we have undertaken to ensure the problem doesn't happen again

## Complaining on behalf of someone else

Please note that we must adhere to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A letter of consent signed by the person concerned will be needed before we can discuss any aspect of the complaint with you. If they are unable to consent due to illness, special arrangements may be put into place. The Practice Manager will guide you on this process.

## Advocacy Service

Llais provides an independent advocacy service which is free and confidential.

You can contact your local Llais Team (Powys):

Tel: 01874 624206/01686 627632

Email: [powysenquiries@llaiscymru.org](mailto:powysenquiries@llaiscymru.org)

Alternatively, you can visit their website:  
[www.llaiswales.org](http://www.llaiswales.org)

## 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.

However, this does not affect your right to approach the Local Health Board if you feel you cannot raise your complaint with us **or** you are dissatisfied with the way we are dealing with your complaint. The Concerns and Patient Experience Team managed by Putting Things Right/Redress Facilitator, Powys Teaching Health Board, based at Bronllys Hospital, Bronllys, Powys can provide 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 (Telephone 01874 712582)

If you remain dissatisfied with the responses to your concerns there is further information on the Welsh Government's Putting Things Right website  
[www.puttingthingsright.wales.nhs.uk](http://www.puttingthingsright.wales.nhs.uk)

We constantly try to improve the service we offer

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

**Haygarth Doctors**  
**The Medical Centre**  
**Forest Road**  
**Hay-on-Wye**  
**Hereford**  
**HR3 5DS**  
**Telephone 01497 822100**  
**[www.hay-garth.co.uk](http://www.hay-garth.co.uk)**