

*Dr Heneghan and Partners*

*OAKFIELD STREET SURGERY*

Oakfield Street

Ystrad Mynach. CF82 7WX

Telephone: 01443 812979

**Comments, complaints and suggestions**

## Comments, complaints and suggestions

**Our aim is to provide the highest level of care for all our patients. We will always be willing to hear 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 would like you to let us 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. If it is not possible to do that, please let us have details of your complaint:

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

**Mr Andy Williams Practice Business Manager** will be pleased to deal with any complaint he will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

***In person*** – ask to speak to **Mr Andy Williams BSc (Hons) MBA**  
**Practice Business Manager**

***In writing*** – **some complaints may be easier to explain in writing**  
**- please give as much information as can, then send your complaint to the practice for the attention of Mr Andy Williams**

### What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 20 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

### Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## **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. This does not affect your right to approach the Local Health Board if you feel you cannot raise the complaint with us. Contact: Caerphilly Local Health Board, Unit 1, Newbridge Gateway, Bridge Street, Newbridge. NP11 5GH Tel: 01495 241200

You may also like to contact the Community Health Council for help. Their address and telephone number is: Community Health Council, Mamhilad House, Mamhilad Park Estate, Pontypool, Gwent NP4 0YP. Tel: 01495 740555

However this does not affect your right to initiate an independent review if you are dissatisfied with the outcome. The Independent Review Secretariat Wales undertakes this role (see below)

If you remain dissatisfied with the responses to your complaint under the first 2 stages, you have the right to ask the Public Services Ombudsman for Wales to review your case (see below).

### **Contact details:**

#### **Independent Review Secretariat:**

South Wales: PO Box 21, Cardiff CF10 2ZR.

Tel: 029 2040 2262, Fax: 029 2040 2398

**Web Address:** [www.npsa.nhs.uk](http://www.npsa.nhs.uk)

#### **Public Services Ombudsman For Wales:**

1 Ffordd yr Hen Gae,  
Pencoed,  
CF35 5LJ

Tel: (01656) 641 150

Fax: (01656) 641 199

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