

## LLANDRINDOD WELLS MEDICAL PRACTICE

### PROCEDURE FOR DEALING WITH CONCERNS

If you have a concern about the service you have received from the Doctors or any of the staff working in the practice, please let us know.

The practice has adopted the 'Putting Things Right' procedures which is an NHS system for dealing with concerns according to national guidelines.

The practice is always happy to discuss your concerns and raising matters will not adversely affect the care you receive. If you tell us about any problems, we can try to put things right, learn lessons and improve services where they need to be better.

#### Who should I talk to about my concern?

If you feel able to do so the best place to start is by talking to the staff who were involved with your care and treatment. They can try to sort out your concern immediately. If this doesn't help or you do not want to speak to the staff who provided the service, then you can contact the Practice Manager.

#### Who can raise a concern?

If this is something that has happened to you, you can raise the concern yourself. If you prefer, a carer, friend, relative or the local CHC can represent you but you will be asked to agree to this.

#### How soon should I tell someone about my concern?

It is best to talk to someone about your concern as soon as possible after the problem happens but you can take up to twelve months to let us know. If a longer time has passed but there are good reasons for the delay, tell us anyway, as we may still be able to deal with your concerns.

Concerns should be addressed to the Practice Manager.

Alternatively, you may ask for an appointment with the Practice Manager to discuss any difficulties. She will explain the concerns procedure to you and make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about any problems.

#### How is your concern dealt with?

We will

- \* Let you know that we have received your concern within two working days.
- \* Ask you if you have any particular needs that we should be aware of in dealing with your concern.
- \* Investigate your concern.
- \* Let you know what we have found and what we are going to do about it,

In most cases, we will let you have a final reply within thirty days of the date when we first received your concern (weekends and bank holidays excluded). If we can't reply to you in that time we will give you the reasons why and let you know when you can expect to receive a reply.

If your concern has been looked at by us and you are still not happy with our response, you can contact the Public Services Ombudsman for Wales:  
Telephone 0845 601 0987

Contact details for the Practice Manager are :

Mrs C Mahon

The Surgery

Spa Road East

Llandrindod Wells

LD1 5ES

Tel 01597 824291

Email : [cath.mahon2@wales.nhs.uk](mailto:cath.mahon2@wales.nhs.uk)