

# EGLWYSBACH MEDICAL PRACTICE

## Comments, complaints and suggestions

**Our aim is to provide the highest level of care for all our patients. We are happy to hear of any way you think we can improve the service.**

### 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.

The Practice Manager, Susan Davies will be pleased to deal with any complaints. She will explain the procedure to you and make sure that your concerns are dealt with promptly. The practice follows the NHS complaints policy.

You can make your complaint:

**In person** - by asking to speak to the Practice Manager.

**In writing** - please give as much information as you can, then send your complaint for the attention of the Practice Manager.

**By email** - as above contacting [enquiries.w95014@wales.nhs.uk](mailto:enquiries.w95014@wales.nhs.uk)

### What we shall do

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

We shall post acknowledgement of receipt of your complaint within 2 working days and aim to have looked into your complaint within 30 working days of the date received.

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

- find out what happened and what went wrong
- 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 we will discuss your complaint with you, either by telephone or in writing following which, if appropriate, we will offer you a meeting with either a GP and/or the Practice Manager.

### **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. Written confirmation signed by the person concerned will be needed.

### **What you can do next**

If you remain dissatisfied you have the right to ask the Public Service Ombudsman for Wales to review your case (see below).

### **Contact details:**

Eglwysbach Medical Practice  
Berw Road  
Pontypridd  
CF37 2AA

Tel: (01443) 406811

Tonteg Surgery  
Main Rd  
Tonteg  
CF38 1PN

Tel: (01443) 202097

**Public Services Ombudsman For Wales:**

1 Ffordd Yr Hen Gae  
Pencoed  
CF35 5LJ

Tel: (01656) 641150

Fax: (01656) 641199

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

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