

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, Sarah Powell 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 procedure, Putting Things Right. More information can be found here:- [NHS Wales complaints and concerns: Putting Things Right | GOV.WALES](#)

You can make your complaint:

- **In writing** – please give as much information as you can, then send your complaint for the attention of the Practice Manager.
- **By email** – enquiries.w95014@wales.nhs.uk for the attention of the Practice Manager.
- **In person** – by asking to speak to the Practice Manager.

What we shall do

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

We shall send you an acknowledgement of your complaint within 2 working days and aim to have investigated 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. 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

You can also obtain help with your concerns from Llais, <https://www.llaiswales.org/> telephone number 02920 235 558, email enquiries@llaiscymru.org who can assist with complaints and offer an advocacy service.

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

Public Services Ombudsman For Wales:

1 Ffordd Yr Hen Gae
Pencoed
CF35 5LJ

Tel: 0300 790 0203

Fax: 01656 641199

Web Address: ombudsman.wales

Practice contact details:

Eglwysbach Medical Practice
Berw Road
Pontypridd
CF37 2AA
Tel: (01443) 406811

Tonteg Surgery
Main Road
Tonteg
CF38 1PN
(01443) 202097

Ynysybwl Surgery
Robert Street
Ynysybwl
CF37 3DU
(01443) 790360

enquiries.w95014@wales.nhs.uk