



## RAISING A CONCERN

### What is a concern?

A concern is when you feel unhappy about any service provided by the Practice. By telling us about your concern, we can apologise to you, investigate and try to put things right. We will also be able to learn lessons and improve services where need be.

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

#### The Practice

If you have a concern about the service you have received from any of the staff working in 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.

To put forward your concern, please contact Helen Williams, Practice Manager. You can make your complaint verbally or in writing whilst including as much information as you can. You are welcome to arrange an appointment with the practice manager or you can e-mail details of your concern to [practice.manager.w00065@wales.nhs.uk](mailto:practice.manager.w00065@wales.nhs.uk)

#### Concerns Team

If speaking to the practice doesn't help or if you feel that you do not want to speak to the practice then you can contact a member of the concerns team at Betsi Cadwaladr University Health Board.

Concerns Team  
Betsi Cadwaladr University Health Board  
Ysbyty Gwynedd  
Bangor  
Gwynedd, LL57 2PW

Tel. 01248 384 384  
[ConcernsTeam.bcu@wales.nhs.uk](mailto:ConcernsTeam.bcu@wales.nhs.uk)

#### Help to raise a concern

If you need help to tell us about your concern, please let us know, or contact your local Community Health Council (CHC). Your local CHC provides a free and independent advocacy service, which is able to help patients or the people acting for them to raise a concern. The CHC will offer advice and support, including putting you in touch with specialist advocacy services if you need them.

North Wales Community Health Council  
Unit 11 Chestnut Court  
Parc Menai  
Bangor  
Gwynedd, LL57 4FH

Tel. 01248 679284  
[admin@waleschc.org.uk](mailto:admin@waleschc.org.uk)

### **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 your local CHC can represent you, but you will be asked to agree to this.

### **How long do I have to raise a concern?**

It is best to talk to someone about your concern as soon as possible after the problem happened but you can take up to 12 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 concern.

### **What we shall do**

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

We will:

- Acknowledge your concern within 2 working days (weekends and bank holidays not included);
- At the same time, ask you if you have any particular needs that we should be aware of in dealing with your concern
- Investigate your concern
  - Make it possible for you to discuss the problem with those concerned, if you would like this;
  - find out what happened and what went wrong;
  - make sure you receive an apology, where this is appropriate;
  - Identify what we can do to make sure the problem doesn't happen again.
  - Let you know what we have found and what we are going to do about it
- In most cases, let you have a final reply within 30 working days of the date when we first received your concern (weekends and bank holidays not included). 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 a reply.

Some cases might need further investigation under the Redress arrangements. Redress is a range of actions that can be taken to resolve a concern where the organisation might have been at fault in causing some harm. It can include a written apology and explanation of what happened, an offer of treatment/rehabilitation to help relieve the problem and/or financial compensation. If Redress may apply to your concern, we will let you know what this means in more detail.

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

If you remain dissatisfied you can contact the Public Services Ombudsman for Wales

Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ

Tel: 0300 790 0203 Fax: (01656) 641199  
[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)