

Ystradgynlais Group Practice  
c/o Pengorof Surgery  
Ystradgynlais  
Swansea SA9 1DS  
[01639 843221](tel:01639843221)



Website: <https://www.ystradgynlaisgp.wales.nhs.uk/>

Email: [enquiries.w96002@wales.nhs.uk](mailto:enquiries.w96002@wales.nhs.uk)

## COMPLAINTS LEAFLET

**Complaints Manager is:**

Mrs Thelma Speed, Practice Manager

## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- no later than 12 months after the date of the incident complained about or:
- the date on which the you became aware that they had cause to complain

If you are a registered patient, you can complain about your own care. You are unable to complain about someone else's treatment without their written authority unless they are incapable of providing consent due to illness or accident. See the separate section in this leaflet: Complaining on behalf of someone else.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this form. You can provide the information regarding the complaint in your own format providing this covers all the necessary aspects.

**Send your written complaint to :** Mrs Thelma Speed, Practice Manager, **Pengorof Surgery**, Gorof Road, Ystradgynlais, Swansea SA9 1DS.

## What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt of your complaint within 3 working days and will have a discussion with you about how long it will take for the investigation and a response to be completed. If we are unable to complete the review within the timescale, either you will receive a formal reply in writing, or you may be invited to meet with the person concerned to attempt to resolve the issue. If the matter is likely to take longer than the agreed timescale, we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

Where your complaint involves more than one organisation (e.g. social services), we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

When the investigations are complete, a final response will be sent to you.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

### **Complaining on Behalf of Someone Else**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent the patient providing consent in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party, and this depends on the wording of the authority provided.

### **If you are dissatisfied with the outcome**

If you wish to seek further support and advice you can contact the local Community Health Council. Their details are:

1st Floor  
Neuadd Brycheiniog  
Cambrian Way  
Brecon  
LD3 7HR

**Telephone:** 01874 624206

**Email:** [enquiries.powyschc@waleschc.org.uk](mailto:enquiries.powyschc@waleschc.org.uk)

**Website:** [Powys CHC Website](#)

<https://powyschc.nhs.wales>

### **Complaints Advocacy Service**

The Community Health Councils (CHCs) work to enhance and improve the quality of your local health service. We are your statutory and independent voice in health services provided throughout Wales.

[Your local CHC](#) can also provide you with free confidential help if you have a problem or complaint with NHS services.

Please call the number below to put you in contact with your local Complaints Advocate:  
**02920 235 558**

### **Putting Things Right**

The NHS in Wales aims to provide the very best care and treatment and it is important that we welcome comments and learn from people's experiences, good or bad. The vast majority of people are happy with the service they receive. Sometimes though, things might not go as well as expected. When that happens, we need to look at what went wrong so we can try to make it better.

The '[Putting Things Right](#)' leaflet is a guide for patients and public living in Wales who wish to raise a concern about the NHS.

You also have the right to contact the Public Services Ombudsman for Wales:

1Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Telephone: 0845 6010987

Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

Citizens Advice Bureau

Tel: 0844 477 2020

Website: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)