

MEDDYGFA CWM RHYMNI PRACTICE

Complaints Policy

We will endeavor to deal with patients' complaints in a positive way, avoiding where possible the need for patients to directly complain to Aneurin Bevan University Health Board

The aim of our complaints system is to: -

Resolve complaints quickly to the satisfaction of all parties involved.

Avoid unnecessary upset for all parties concerned

Avoid progression towards a formal complaint being lodged with Aneurin Bevan University Health Board

Learn from situations and improve our general practice services where possible.

Alyson Jones Practice Manager and Deidre Cook Deputy Practice Manager manage complaints on behalf of the practice.

Exploring a Complaint

The practice manager will inform the partners of any complaint whether it is of non clinical or clinical nature.

If the written complaint is of an organizational nature, the nature of the complaint will be acknowledged within two working days and will be discussed at the next practice meeting. From here an investigatory meeting will be set up and a response given to the patient that actions will be taken to resolve and learn from the situation. A copy of 'Putting Things Right' will be enclosed with initial correspondence. Information is also available from Putting Things Right website.

With a written clinical complaint, good practice dictates that the complaint will be acknowledged within two working days. The practice manager will set up an investigatory meeting with the team member concerned and if deemed necessary with the complainant. In most cases a final reply is issued within 30 working days of the date when first received the concern (weekends and bank holidays not included). If we can't reply within that time we will give you the reasons why and let you know when you can expect a reply.

All events & outcomes will be clearly documented at every stage of the complaints process & shared with all parties concerned.

The partnership requests a reassurance that the complainant is satisfied with the outcome.

We hope to have addressed your concerns, however, if you remain dissatisfied with the response given by the practice you are entitled to refer your case to the Public Service Ombudsman for Wales. Details of which are given below.

The practice undertakes annual audits of patient's complaints to enable the team to learn plus develop guidelines and policies.

Useful addresses:-

**Aneurin Bevan University Health Board
Unit 1 Newbridge Gateway
Bridge Street
Newbridge
NP11 5GH
Tel: 01495 241200**

**Aneurin Bevan University Local Health Board
Advocacy Service
Llais – Gwent Region
Raglan House
6-8 Williams Brown Close
Llantarnam Business Park
Cwmbran
NP44 3AB
Tel: 01633 838516
e-mail: gwentadvocacy@llaiscymru.org**

Putting Things Right

All acknowledged complaints will be informed of 'Putting Things Right' and a leaflet enclosed with initial correspondence to patient.

Leaflets are available from www.puttingthingsright.wales.nhs.uk

Further advice can be accessed from:
Llais 02920 235558
gwentadvocacy@llaiscymru.org

Reviewed April 2023