

## **COMPLAINING TO OUTSIDE AGENCIES**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our service.

This, however, does not affect your right to approach outside agencies. If you feel you cannot raise your complaint with us, or if you are dissatisfied with the result of our investigation, the following addresses may be useful:

### **The Concerns Team**

Betsi Cadwaladr University Health Board  
Ysbyty Gwynedd Hospital  
Penrhosgarnedd  
Bangor  
Gwynedd LL57 2PW  
Tel: 01248 384194  
E mail: ConcernsTeam.bcu@wales.nhs.uk

### **COMMUNITY HEALTH COUNCIL**

Anglesey, Conwy and Gwynedd 01248 679284  
Unit 11, Chestnut Court, Parc Menai  
Bangor, Gwynedd, LL57 4FH  
Tel: 01248 679284

## **What if you are still not happy?**

If you have raised your complaint with the Health Board and are still not happy you can contact the Public Services Ombudsman for Wales

Tel: 0300 790 0203  
[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)  
1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ

# **MOSTYN HOUSE MEDICAL PRACTICE MOSTYN BROADWAY LLANDUDNO CONWY LL30 1YL**

**Dr Ferris  
Dr McCabe  
Dr Harvey  
Dr Flood  
Dr Luithle  
Dr McCann**

Tel: 01492 860401  
Fax: 01492 871479  
Email: [kate.kiddell@wales.nhs.uk](mailto:kate.kiddell@wales.nhs.uk)

## **PRACTICE COMPLAINTS PROCEDURE**

## **MOSTYN HOUSE MEDICAL PRACTICE COMPLAINTS PROCEDURE**

*If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, we would like to know about it. We operate a practice complaints procedure (or an “improved standards procedure” as we prefer to call it) as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.*

*Whilst we sincerely hope that you will never find cause to complain about any of the practice’s services in the first place, this leaflet has been designed to explain the procedures and to highlight your rights.*

### **WHEN TO COMPLAIN**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a formal complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks.

This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- within 6 months of the incident that caused the problem, or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the date of the incident.

### **HOW TO WRITE A COMPLAINT**

**Please address all complaints to the Practice Manager Kate Kiddell.**

A complaint letter need not be long or detailed, but it should include:

- who or what you are complaining about, include the names of staff if you know them;
- where and when the events of the complaint happened. If you are complaining about more than one matter, make it clear which are the most important ones;
- what, if anything, you have already done about the issues;
- What you would like from the complaint (for example, an apology or an explanation, or changes to services).

### **WHAT WE WILL DO**

We shall acknowledge your complaint within 2 working days of the date when you raised it with us and to have responded to your complaint within 30 working days. We shall then be in a position to offer you an explanation or a meeting with the people involved. We shall aim to:

- Find out what happened and what went wrong;
- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem does not happen again.

### **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 their permission to do so.