

Riverside Surgery

Dr B Evans, Dr B Kannan, Dr K Wallis

Putting Things Right

This leaflet explains the Practice In-House Complaints Procedure, which we operate in line with the NHS Complaints Guidance Putting Things Right – Raising a concern about the NHS from 1st April 2011.

The Doctors and Staff of Riverside Surgery aim to give all patients the highest possible standard of service but occasionally there may be aspects of our service that you wish to complain, or raise a concern, about.

If you have any suggestions about how we can improve our service please let us know. Similarly, when the Staff do provide a good service it is extremely rewarding if their efforts are recognised. Compliments are always welcome.

Your suggestions, compliments, concerns and complaints will help us to provide you with a better service.

Please be assured that your comments will be handled with complete discretion and that confidentiality will be maintained at all times. All information regarding your complaint will be handled in compliance with the General Data Protection Act.

If you are unable to make a complaint yourself, anyone acting on your behalf will need your written authority to do so. Where a patient is unable to give written consent we will need evidence that you are their next of kin, or have their agreement, before we proceed.

You and your family will not be penalised, nor will your healthcare be adversely affected, for making a complaint.

HOW TO MAKE A COMPLAINT

If you do decide to make a formal complaint, letters should be addressed to the Practice Manager, or the Senior Partner.

We will then

- ❖ Acknowledge receipt of your complaint within 2 working days.*
- ❖ Investigate your complaint.*
- ❖ If appropriate, offer to meet with you (with a friend or relative if you wish) to address your concerns*
- ❖ Offer a full, written explanation within 30 working days. If for any reason we are unable to obtain all the necessary information within that time scale, we will keep you informed of the reasons for delay.*

Riverside Surgery, Port Talbot Resource Centre, Baglan Moors, Port Talbot, SA12 7BJ

 01639 813868

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The aim of the Complaints Procedure is, wherever possible, to resolve problems locally. If you remain dissatisfied with the outcome, you should contact:

*The Public Services Ombudsman for Wales
1 Ffordd Yr Hen Gae
Pencoed
CF35 5LJ*

0300 790 0203

E-mail: ask@ombudsman-wales.org.uk

You should contact the Ombudsman within 1 year of when you first noticed the matters alleged in the complaint.

Time Limits

It is important that you make your complaint as soon as possible after the problem arises. Usually the NHS will only investigate complaints that are either:

- *Made within 12 months of the event or*
- *Made within 12 months of you realising that you have something to complain about, as long as it is not more than 12 months after the event itself.*

Help in making your complaint

The Community Health Council (CHC); is independent of the NHS and can offer help, advice and advocacy. You can contact the CHC at:

*First Floor
Cimla Health & Social Care Centre
Neath
Neath Port Talbot
SA11 3SU
Tel: 01639 683490
E-mail: swanseabay@waleschc.org.uk*

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