



Four Elms Medical Centres

Putting things Right Patient Information

Raising a concern about the practice

This leaflet applies to you if:

You are not happy with the care or treatment provided by or for Four Elms Medical Centres or if you have any other concerns you think we should know about.

It tells you about the arrangements that are in place for looking into concerns.

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 learn lessons and improve services where they need to be better.

Who should I talk to about my concern?

If you feel able to do so, the best place to start is by talking to the staff who are involved with your care and treatment. They can try to sort out your concern immediately. If this doesn't help or if you do not want to speak to staff who provided the service, then you can contact the Practice Manager or the Deputy Practice Manager. If you prefer, you can also speak to Cardiff and Vale University Health Board about your concern.

You can contact the Practice Manager by:

- Phoning:
 - 029 2048 9292
- E-mailing:
 - Practice.manager.w97048@wales.nhs.uk
- Faxing:
 - 029 2043 7756
- Writing a letter:
 - Four Elms Medical Centres
 - Sterling Close
 - Pengam Green
 - Cardiff
 - CF24 2HB

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 provide 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.

Who can raise a concern?

You can raise a concern yourself or if you prefer, a carer, friend or relative or your local CHC can represent you, but you will be asked to agree to this.

What happens next?

We will:

Let you know that we have received your concern within 2 working days (weekends and bank holiday 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.

Also ask you how much you want to be involved and get your consent to accessing your health records, if this is needed.

Investigate your concern.

As part of the investigation, decide with you whether we need to get specialist advice (such as a clinical opinion).

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.

What should you do if you are still unhappy?

If your concern has been looked at by us and you are still not happy with our response, you can contact the Public Services Ombudsman for Wales.

Useful Contacts:

NHS Direct
Tel: 0845 4647
www.nhsdirect.wales.nhs.uk

Putting Things Right
www.puttingthingsright.wales.nhs.uk

Concerns Department
Tel: 029 2074 2202
Tel: 029 2074 4095

Community Health Council
Unit 3, Pro-Copy Business Centre
Parc Tŷ Glas
Llanishen
Cardiff
CF14 5DU
Telephone: 02920 750112
Email: Cavog.chiefficer@waleschc.org.uk

Email: enquiries@waleschc.org.uk

Tel: 0845 644 7814 or 029 2023 5558
www.communityhealthcouncils.org.uk

The Public Services Ombudsman for Wales

Address: 1 Fford yr Hen Gae
Pencoed
CF35 5LJ

Tel: 0300 790 0203

Fax: (01656) 641199

www.ombudsman-wales.org.uk

ask@ombudsman-wales.org.uk