

MAERDY FERNDALE MEDICAL GROUP PRACTICE

Ferndale Medical Centre
56-58 High Street
FERNDALE
Rhondda-Cynon-Taff
CF43 4XX

Tel: (01443) 730539

Maerdy Surgery
North Terrace
MAERDY
Rhondda-Cynon-Taff
CF43 4DD

Tel: (01443) 733202

PATIENT COMPLAINTS PROCEDURE

We always try to give the best service possible, but there may be times when you feel this hasn't happened. If you have a complaint about the service you have received from the Doctors, Nurses or any staff working in the practice, please do let us know. We genuinely welcome complaints. We want to correct things that have gone wrong, prevent them from happening again and so improve the service provided to all our patients. Making a complaint will not affect your future medical treatment and no records of complaints are kept in your medical records.

How to complain

We hope that most problems can be sorted out quickly, 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 complaint, please let us know as soon as possible. It may not be possible to deal with complaints made 12 months or more after a problem or incident has occurred.

Complaints can be made to the Practice Manager, Mrs Lisa Evans or any of the GP's. You can ask to see the manager to discuss the matter. We will explain the complaints procedure to you and make sure your concerns are dealt with promptly. It is a great help if you can give as much detail as possible about your complaint.

What we will do

We will acknowledge your complaint within 3 working days and will agree a timescale for investigating your complaint. We will then be able to offer you an explanation, or meeting with the people involved. When we look into your complaint we aim to:

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

Complaining on behalf of someone else

We have to stick strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to be sure that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) to provide this. The complaint form on the back of this leaflet provides a place for such consent to be given.

Complaints form – please see the back of this leaflet

You may use this form or set out the complaint in your own way. You can make your complaint in person – if you do so please make sure all details are checked and agreed. Please do not hesitate to contact the Practice Manager, who will be please to assist you.

What happens next?

We hope that if you have a problem, you will use this complaints procedure. We believe this gives us the beset change of putting right whatever has gone wrong and the opportunity to improve how we work.

What if I am not happy with the practice's reply?

If you are not satisfied with the outcome of your complaint, you have the right to ask the Parliamentary Commissioner for Health (the Ombudsman) to review your case. Their contact details are as follows:

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Their office has a telephone Helpline on 0345 015 4033. They can give advice on the best way to take your complaint further if this is your wish.