

## Comments, complaints and suggestions

**Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.**

### Making a complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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 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 – because 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 12 months of the incident that caused the problem

Mr Ravindra Srivastava or Mrs Wendy Parry will be pleased to deal with any complaint. They will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

**In person** – ask to speak to either of the persons named above. If for any reason they cannot speak to you immediately then please leave contact details with a member of reception staff. If a meeting is needed they will make arrangements to meet at a mutually convenient time.

**In writing** – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible

### What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 5 working days and aim to have looked into your complaint within 20 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, 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 appropriate
- 🕒 identify what we can do to make sure the problem doesn't happen again

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

### Complaining on behalf of someone else

Please note that we adhere strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## MAERDY FERNDALE MEDICAL GROUP PRACTICE

### What you can do next

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

However this does not affect your right to initiate an independent review if you are dissatisfied with the outcome. The Independent Review Secretariat Wales undertakes this role (see below)

If you remain dissatisfied with the responses to your complaint under the first 2 stages, you have the right to ask the Public Services Ombudsman for Wales to review your case (see below).

#### Contact details:

#### Independent Review Secretariat:

South Wales: PO Box 21, Cardiff CF10 2ZR.

Tel: 029 2040 2262, Fax: 029 2040 2398

Web Address: [www.npsa.nhs.uk](http://www.npsa.nhs.uk)

### **Public Services Ombudsman for Wales**

Address: 1 Ffordd yr Hen Gae

**PENCOED**

CF35 5LJ

Tel: 0845 601 0987

Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

#### Address:

**Maerdy Ferndale Medical Group Practice  
Ferndale Medical Centre  
56-58 High Street  
Ferndale  
Rhondda Cynon Taff  
CF43 4XX**

**Telephone: 01443 730539 or 0844 387 8600**

#### Where else can you go

If you feel uncomfortable about complaining directly to us as your service provider you can choose to contact:

Concerns Team Cwm Taf Health Board

Ynysmeurig House

Navigation Park

Abercynon

CF45 4SN

(Tel No: 01443 744800 Fax: 01443 744889)

If you need assistance in writing your complaint then the Community Health Council can assist you. They can be contacted at:-

Cwm Taf CHC Council

10 Maritime Offices

Woodland Terrace

Maesycoed

Pontypridd

CF37 1DZ (Tel. No. 01443 405830)