

Complaints

PRACTICE COMPLAINTS PROCEDURE

If you have a Complaint or are concerned about the service that you have received from the Practice, Please let us know.

HOW TO COMPLAIN

We hope that most problems can be sorted out quickly and easily, often at the time that they arise and with the person concerned. If your complaint cannot be sorted out verbally in this manner and you do wish to make a more formal complaint, then we would like you to let us know in writing as soon as possible so that we are able to establish what happened more easily.

Complaints can be investigated within 6 months of the date that the incident occurred or within 6 months of discovering a problem but no longer than 12 months later.

Formal complaints will only be accepted in writing and should include as much detail as possible and then addressed to:

Practice Manager
The Health Centre
Prince Charles Road
Wrexham
LL13 8TH

WHAT WE SHALL DO

We shall endeavour to acknowledge your complaint within 2 working days.

We will identify the staff concerned and gather all the necessary evidence

We will investigate your complaint fully and fairly

We will respond directly to you within 30 working days, if this is not possible we will advise you of the reasons for the delay.

If you remain unsatisfied, we will arrange for you to discuss the problem with those concerned.

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 their consent to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

ACCESS TO MEDICAL RECORDS

Under the Data Protection Act and Access to Health Records Act, patients can request to view their medical records and/or request that copies be sent to third parties acting on their behalf. All requests must be in writing and contain written consent from the patient before any information can be released. (charges may apply).

TAKING YOUR COMPLAINT FURTHER

We believe that this procedure will give us the best chance of putting right whatever has gone wrong and an opportunity to improve the Practice and its services.

If you still remain unsatisfied with our response, It will not affect your rights to request an Independent Review. This however must be made in writing to the Local Health Board within 28 days of receiving our response.

Primary Care Support Unit

Betsi Cadwaladr University Local Health Board

Preswylfa

Hendy Road

Mold

Flintshire

CH7 1PZ

Tel: (01352) 700227

COMMUNITY HEALTH COUNCIL (CHC)

Patients are encouraged to make use of the CHC which provides a free independent advocacy service for patients who wish to make a complaint concerning the NHS.

Tel : 01978 356178