

Comments, suggestions or concerns about services
provided by



A Guide for Patients

Our approach to good service

- While we aim to provide a high quality service at all times, we recognise that there may be occasions when our services fall short of what you may expect from us.
- This leaflet has been prepared to explain the practice's procedure for dealing with any suggestions or concerns from patients regarding the services received. We regard any comments made by patients as valuable aids in sustaining and improving the quality of service that you receive.
- We hope that nothing occurs, whilst you or your family are in our care, which makes you concerned. However, should you feel that you have reason to be unhappy, we will deal with it in a proper manner.
- At the time you are attending the surgery or receiving services at home, please feel free to discuss any fears you may have with the doctor or member of staff who is dealing with you. It is best to express concern at this stage so that you can be reassured or further action can be taken.
- We are pleased to receive comments about Health Visitors, District Nurses, Midwives, Counsellors, Phlebotomists and other staff attached to our practice but, because we are not responsible for these services, it will be necessary for us to forward your comments on to the appropriate body.

Complimentary comments on good service

Should there be any aspects of our service that you feel are particularly good, we would like to know and in this event you may write to the Practice Manager, or put a note in the suggestions box in the waiting room. We will use this opportunity to bring your satisfaction to the attention of the individual(s) concerned.

If you have any problems with our services

- Please discuss your concerns while you are receiving treatment, or as soon as possible thereafter. We can then improve the situation.
- If you do not want to discuss it with the doctor or member of staff treating you, ask to speak to the Practice Manager, or senior member of staff.
- Alternatively, you may write to the Practice Manager. Please keep copies of any letters you send us.
- We will deal with your concerns in line with the guidelines issued by the Welsh Assembly government, details of which are in the leaflet “A Guide to handling complaints in Wales”.
- In the first instance your concern will be reviewed by the doctor you usually see, who may wish to discuss the matter with you further. If so, we will make an appointment for you at a mutually convenient time.

Should you be dissatisfied with our response

- If you are still unhappy after the practice response, the leaflet “A Guide to handling complaints in Wales” details the next steps you can take.
- Remember you are free to change to another doctor’s practice if you wish, without reference to us.
- You may wish to contact Cardiff and The Vale / Llais(Llais) who can offer you help and advice on making a complaint. The address is:

Llais Cardiff
Pro Copy Business Centre (Rear), Parc Ty Glas, Llanishen
Cardiff.
CF14 5DU

Telephone: 029 20750122

Email: cardiffandvaleenquiries@llaiscymru.org