

**THIS PROTOCOL IS FOR NANTGARW ROAD MEDICAL CENTRE AND
SENGHENYDD HEALTH CENTRE
PRACTICE CONCERNS PROCEDURE V 5.18.5**

If you have a concern regarding the service you have received from the Practice, please contact, in writing or verbally, the Practice Manager, Mr. Andrew Langley, NRMCM, 4 Beddau Way Caerphilly CF83 2AX (within 12 months of the incident to which you are unhappy about). Your concern, and all communications thereafter, will be recorded in a concerns register.

Acknowledgement of your concern will be given within two working days, and an explanation usually given within thirty working days. If there is any reason why we cannot give a full explanation within this time frame we will communicate this to you explaining what this is.

An informal meeting can be offered, and you have the right to be accompanied by a friend, relative or other representative (such as from the Community Health Council). Normally a written account of this meeting will be sent to you shortly afterwards.

The practice aims to settle concerns by dialogue and we are always happy for this to continue for as long as necessary in whatever depth is necessary to resolve the matter. If however despite this process of 'local resolution' you feel your concern has not been resolved there are two ways your concern can be dealt with further. The first is you may raise the matter directly with Aneurin Bevan Health Board "putting things right" team. We have provided the contact details how for the local Community Health Council who provide free and independent advice and an advocacy service.

Finally, if you are still unhappy you may wish to take your concern to the Public Services Ombudsman for Wales if all other routes have been exhausted.

We are required to regularly provide Aneurin Bevan Health Board statistics on numbers of concerns received and areas of concern. However, in line with the General Data Protection Regulations (2018) we do not share any patient information with third parties, including concerns, except with the knowledge and consent of the patient concerned.

There are separate procedures regarding concerns on behalf of children, complaints on behalf of 3rd Parties (such as individuals who are not able to deal with affairs of this nature) . Please contact the Practice Manager if you wish to have more information on this process or view information on our website www.nrmc.co.uk

Updated May 2018

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| <p>Contact details for LHB: Customer Contact Centre: - 01495 745656 E-mail: puttingthingsright.ABHB@wales.nhs.uk Letter: Judith Paget Chief Executive, Aneurin Bevan University Health Board St Cadocs Hospital, Lodge Road Caerleon NP18 3XQ</p> | <p>Contact Details For Aneurin Bevan Community Health council 0845 644 7814/02920 235558 Raglan House, 6-8 William Brown Close, Llantarnam Business park Cwmbran NP44 3AB Email: enquiries@waleschc.org.uk</p> | <p>Public services ombudsman for Wales Tel: 0845 601 0987 Website: www.ombudsman-wales.org.uk Address: 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ</p> |
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