

## DULAIS VALLEY PRIMARY CARE CENTRE



## Raising your concerns about the practice

### Raising your concerns

Most concerns can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your issues in this way and wish to formally raise your concerns you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident,

or within 12 months of you discovering that you giving as much detail as you can.

### Raising concerns on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to raise concerns and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to raise their concerns. Please provide the precise details of the circumstances which prevent this in your covering letter.

### Send your written concerns to:

The Practice Manager  
DULAIS VALLEY PRIMARY CARE CENTRE  
Dulais Road, Seven Sisters  
Neath SA10 9EY

### **What we do next**

We look to review your concerns as soon as possible.

We will acknowledge receipt within 2 working days, and aim to have looked into the matter within 30 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into concerns we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your concerns will be assessed and a final response sent to you.

The final response letter will include details of the result of your concerns and also your right to escalate the matter further if you remain dissatisfied with the response.

### **If you are dissatisfied with the outcome (1)**

You have the right to approach the

#### **Swansea Bay University Health Board**

1<sup>ST</sup> Floor

Cimla Hospital

Neath

SA11 3SU

Tel: 01639 683316

Email: [swanseabay@waleschc.org.uk](mailto:swanseabay@waleschc.org.uk)

### **If you are dissatisfied with the outcome (2)**

You have the right to approach the

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

The contact details are:

1 Ffordd-yr-hen-gae

Pencoed, Bridgend

CF35 5LJ

**Tel:** 0300 790 0203