

Advocacy support

Community Health Councils in Wales provide advocacy support, visit their website for local details

<http://www.wales.nhs.uk/sitesplus/899/home>

Meic is the helpline service for children and young people up to the age of 25 in Wales 0808 80 23456

Age Cymru may have advocates in the area. Visit their website or call 0300 303 44 98

Further action

If you are dissatisfied with the outcome of your complaint from either NHS Wales or this practice, then you can escalate your complaint to:

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Tel 0300 790 0203 or email
ask@ombudsman-wales.org.uk

Pontprennau Medical Centre

33 Kenmare Mews, Pontprennau, Cardiff, CF23 8RJ

Tel: 01291 739999 Email: reception.pontprennau@wales.nhs.uk

The Complaints Process

Pontprennau Medical
Centre



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Pontprennau Medical Centre.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, you can put your complaint in writing.

If for any reason you do not want to speak to a member of our staff, then you can request that the Local Health Board investigates your complaint. They will contact us on your behalf:

Cardiff and Vale Health Board

Tel: 02921 836318

Email: concerns@wales.nhs.uk

Write to: Chief Executive,
Cardiff and Vale University Health Board, Maes y Coed Road,
Cardiff,
CF14 4HH

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to reception.pontprennau@wales.nhs.uk

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Manager will acknowledge any complaints within two business days.

We will aim to investigate and provide you with the findings within 30 working days upon receipt and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

The Complaints Manager will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

The Complaints Manager will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Pontprennau Medical Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

Pontprennau Medical Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint