

WELSHPOOL MEDICAL PRACTICE

HOW TO RAISE A CONCERN

CONCERNS PROCEDURE

Objectives of the Practice's complaints procedure

PUTTING THINGS RIGHT

The practice has a positive attitude to receiving comments, complaints and compliments from its patients, carers and/or representatives. We wish to offer people an explanation for any concern they have and use feedback constructively to improve the services provided by the practice. The practice procedure aims to...

- Provide the fullest possible opportunity for investigation and resolution of a complaint, that satisfies the patient whilst being scrupulously fair to staff
- Ensure prompt response and quick resolution of complaints
- Focus on making improvements in service delivery in response to suggestions, compliments and complaints rather than apportioning blame amongst staff.
- Ensure that patients are aware of how to make a suggestion or complaint or pass on a compliment

Roles and responsibilities

All staff and doctors are prepared to receive complaints and comments from patients or their representatives and to assist with investigating complaints.

Mrs Gaynor MacLennan is the Practice Complaints Manager. In her absence Mrs Christine Brown deputise or the named Management Team officer on duty.

Each Doctor is responsible for following up their complaints in conjunction with the Practice Complaints Manager.

Patient consent

If someone is complaining on behalf of a patient, we will not investigate until the patient has given their consent in writing. There is a place on the practice complaint leaflet for consent to be given. In special circumstances we will deal sensitively with the need to give consent.

Immediate Health Needs

In all cases we will first try and ensure that the patient's immediate health needs are being met if necessary, taking urgent action before any matters relating to the complaint are tackled.

Confidentiality

Complaints will be treated with appropriate confidentiality. Doctors and practice staff will only discuss confidential information to the extent it is necessary in order to answer the complaint.

Timescale for resolving a complaint

In line with the above regulations, complaints should be raised within 12 months of an incident occurring or within 12 months of a patient being aware that they have something to complain about. However, the practice will use its discretion to decide if a complaint will be investigated even if it is out of time. If the decision is made that a complaint will not be investigated because it is out of time the Complaints Manager will write to the complainant informing them of this.

Timescale for resolving a complaint

The practice will, in normal circumstances investigate and respond to a complaint within 30 working days of receipt of a concern or if that is not possible, the person will be kept informed.

Acknowledging a complaint

When a complaint is received orally or in writing the Complaints Manager will send an acknowledgement within two working days. The complainant will be advised of how long it will take to investigate and respond.

Investigating a complaint

The Practice Complaints Manager will oversee the investigation of a complaint. The doctor investigating the complaint or the Complaints Manager will make all necessary inquiries such as interviews with the complainant, doctor and members of staff.

If the practice needs to invite the complainant in to discuss the complaint as part of the investigation, they will invite them to bring a relative, friend or someone from LLAIS if they want to.

Resolving a complaint

The practice will offer an apology and aim to give all complainants a full explanation. If appropriate the complainant will be invited to the practice to discuss the complaint. The practice will invite them to bring a relative, a friend or someone from LLAIS with them, if they want to.

At the end of the process the practice will write to the complainant detailing the outcome of the investigation.

If a complainant remains dissatisfied, the practice will offer a further opportunity of a meeting or make further enquiries to address any outstanding issues.

Alternatively, the person raising the concern can refer their concerns to The Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ. Tel: 0300 790 0203 Email: ask@ombudsman-wales.org.uk

Complaints about the practice and another NHS body

The practice will seek to investigate and resolve these complaints in conjunction with the other body. The practice will get the complainant's permission to liaise with the other body before proceeding. If the complaint is solely about another body the practice will get the patient's permission to pass the complaint on.

If you require any further information or help, please contact.

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