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**Suggestions, Comments and Concerns.**

**Information leaflet for Patients.**

If you have a complaint or concern about the service you have received from the Doctors or any of the staff working at Penylan Surgery, please let us know. We operate a Practice Complaint Procedure as part of the NHS system for dealing with complaints.

**What you should do**.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem can not be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible as this will enable us to establish what has happened more easily.

Complaints should be made in writing either by post, by filling in one of our Concerns Forms or by email to Sarah-Jayne Wootton, email address [sarah-jayne.wootton@wales.nhs.uk](mailto:sarah-jayne.wootton@wales.nhs.uk). It would be beneficial if you are as specific as possible about your complaint. Some complaints can be dealt with quickly but others may need to be discussed at a higher level.

**What we shall do.**

You will receive an acknowledgement of your complaint within one week. We aim to look at your complaint within two weeks and offer you an explanation and identify what we can do to make sure that the problem does not happen again.

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**What you can do next.**

If you feel you cannot raise your concerns with us or you are dissatisfied with the result of our investigation you should contact the Concerns Team at Cardiff and Vale University Health Board, University Hospital of Wales, Heath Park, Cardiff CF14 4XW or by email [concerns@wales.nhs.uk](mailto:concerns@wales.nhs.uk)

If you are still not happy with the outcome of your complaint you can contact

The Public Services Ombudsman For Wales

1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ Tel 0845 601 0987.

email [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

Many thanks

The Penylan Surgery 2019.