

# Sketty & Killay Medical Centres

## Complaints Procedure

The Doctors and staff of this surgery want to provide you with a good service. But sometimes things do go wrong, and you may want to complain, or maybe just tell us about your concerns or suggest improvements.

If you have any suggestions, please let us know. If you feel that you wish to raise a matter of concern without making a formal complaint, please ask to speak to the Practice Manager.

Your suggestions, compliments and complaints will help us to provide you with a better service.

This leaflet explains the Practice In-house Complaints Procedure which we operate in line with the NHS Guidance.

Please be assured that all your comments and complaints will be handled with complete discretion and that confidentiality will be always maintained. All information regarding your complaint will be handled in compliance with the Data Protection Act. If you are unable to make your complaint yourself, anyone acting on your behalf would need to have your written authority.

Where a patient is unable to give written consent, we will need evidence that you are their next of kin, or have their agreement, before we proceed. You and your family will not be penalised, nor will your healthcare be adversely affected by making a complaint.

### How to make a complaint

If you do decide to make a formal complaint, letters or emails should be addressed to the Practice Manager, or one of the partners listed below.

**Emails can be sent to: [Practice.manager.w98021@wales.nhs.uk](mailto:Practice.manager.w98021@wales.nhs.uk)**

We will then:

- Acknowledge receipt of your complaint within 2 working days.
- Investigate your complaint.
- Offer to meet with you to discuss the matter in more detail if this is appropriate.
- Offer a full, written explanation within 30 working days. If for any reason we are unable to obtain all the necessary information within that time scale, we will keep you informed of the reasons for delay.

The aim of the NHS Complaints Procedure is to resolve problems locally whenever possible. If you remain dissatisfied, you can choose to write directly to the Public Services Ombudsman for Wales.

The Public Services Ombudsman for Wales

[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

- 1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ
- Tel: 0300 790 0203

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### Time Limits

It is important that you make your complaint as soon as possible after the problem arises. Usually, the NHS will only investigate complaints that are either:

- within 12 months or
- within 12 months of the date of knowledge

### Help in making your complaint

NHS: [Putting Things Right leaflet \(English\) March 2017 version.pdf](#)

[Putting Things Right leaflet \(Welsh\) March 2017 version.pdf](#)

The Community Health Council is independent of the NHS and can offer help, advice and advocacy.

Find your local Community Health Council in Wales:

3rd Floor

33 - 35 Cathedral Road

Cardiff

CF11 9HB

- Tel: 02920 235558
- Email: [enquiries@waleschc.org.uk](mailto:enquiries@waleschc.org.uk)

Find your local Advocacy unit

Swansea Bay Community Health Council

First Floor

Cimla Health and Social Care Centre

Cimla

Neath

SA11 3SU

- Email: [SwanseaBay.Advocacy@waleschc.org.uk](mailto:SwanseaBay.Advocacy@waleschc.org.uk)
- Telephone: 01639 683490

Sketty and Killay Medical Centres

Dr C Johns

Dr C Mellor

Dr S Lewis

Dr M Seager

Dr L George

Dr Z Musson

Dr I Joslin

Dr J Regan

Dr H Win

Dr L Ebdon

Dr S Snelling

Dr R Gibby

Dr I Halfacree

Dr A Aung

Practice Manager Margaret Gilroy

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