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Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Putting Things Right

How to raise a concern about any aspect of care or treatment



www.bcu.wales.nhs.uk

This leaflet explains how to raise a concern about the healthcare you, or someone you know has received. It applies to you if you are unhappy with care or treatment provided by the Betsi Cadwaladr University Health Board (BCUHB); or if you have any other concerns you think we should know about.

What is a concern?

A concern is when you feel unhappy about any service provided by BCUHB. It can mean a complaint, an incident involving patient safety, or a claim for compensation. If you tell us about your concern, we can apologise, investigate and try to put things right. We welcome concerns as they give us the opportunity to learn and improve services where they need to be better.

There are some things that we cannot deal with under the arrangements, such as:

- Private healthcare or treatment (including private dental treatment)
- A complaint which was made and investigated under the old arrangements that were in place before 1st April 2011

How to raise a concern?

If you feel able to do so, the best place to start is by talking to the staff who were involved with your care and treatment. They can try to sort out your concern immediately.

If this doesn't help or if you do not want to speak to staff who provided the service, then you can contact a member of the Health Board's Concerns Team.

If you have a concern about services that you have received from your General Practitioner (GP), dentist, pharmacist or optician you should normally ask the practice to look into it for you, but if you prefer, you can ask the Health Board to do so through the Concerns Team.

You can contact the Concerns Team by:

Phone: 01248 384194
E-mail: ConcernsTeam.bcu@wales.nhs.uk
Letter: The Concerns Team,
Ysbyty Gwynedd, Bangor,
Gwynedd, LL57 2PW
Fax: 01248 385318

Who can help you raise a concern?

If you need help or support while making your concern your local Community Health Council (CHC) can assist you. Your local CHC provides a free and independent advocacy service, which is able to help patients or the people acting for them to raise a concern. The CHC will offer advice and support, including putting you in touch with specialist advocacy services if you need them. Your local CHC details are as follows:

Wrexham, Denbighshire and Flintshire

Cartrefle, Cefn Road ,
Wrexham, LL13 9NH
Tel: 01978 356178
E-mail: complaints@bcchc.org.uk

Anglesey, Conwy and Gwynedd

Unit 11, Chestnut Court, Parc
Menai, Bangor, Gwynedd
LL57 4FH
Tel: 01248 679284
E-mail: complaints@bcchc.org.uk

Who can raise a concern?

If this is something that has happened to you, you can raise the concern yourself. If you prefer, a carer, friend, relative or your local CHC can represent you, but you will be asked to agree to this.

How soon should I tell someone about my concern?

It is best to talk to someone about your concern as soon as possible after the problem happened but you can take up to 12 months to let us know. If a longer time has passed but there are good reasons for the delay, tell us anyway, as we may still be able to deal with your concern.

What happens next?

We will:

- Let you know that we have received your concern within 2 working days (weekends and bank holidays not included)
- At the same time, ask you if you have any particular needs that we should be aware of in dealing with your concern
- Also ask you how much you want to be involved and get your consent to accessing your health records, if this is needed
- Investigate your concern
- As part of the investigation, decide with you whether we need to get specialist advice (such as a clinical opinion) or other independent help with sorting out your concern
- Let you know what we have found and what we are going to do about it
- In most cases, let you have a final reply within 30 working days of the date when we first received your concern (weekends and bank holidays not included). If we can't reply to you in that time, we will give you the reasons why and let you know when you can expect a reply

If your concern relates to your General Practitioner (GP), dentist, pharmacist or optician, the Health Board will decide whether it is more appropriate for the Health Board to investigate the concern or whether the primary care provider should do so.

Some cases might need further investigation under the Redress arrangements. Redress is a range of actions that can be taken to resolve a concern where the organisation might have been at fault in causing some harm. It can include a written apology and explanation of what happened, an offer of treatment / rehabilitation to help relieve the problem and / or financial compensation. If Redress may apply to your concern, we will let you know what this means in more detail.

Redress under the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011 does not extend to primary care providers (General Practitioners (GP), dentists, pharmacists or opticians) or independent providers (e.g. Care Homes).

What you should do if you are still unhappy

If your concern has been looked at by the Health Board and you are still not happy with our response, you can contact the Public Services Ombudsman for Wales. The contact details for the Ombudsman can be found at the end of this leaflet.

Complaints about other NHS Services

Complaints relating to the Ambulance Service, including hospital transport can be directed to:

The Concerns Team, Welsh Ambulance Services NHS Trust, Trust Headquarters, HM Stanley Hospital, St Asaph, LL17 ORS

Tel: 01745 532929

www.ambulance.wales.nhs.uk

Children and Young People

A separate leaflet is available to provide guidance to children and young people about how to raise concerns.

Further Health Board information on Putting Things Right

Further information can be found on the Health Board's Internet site:

www.bcu.wales.nhs.uk

Useful Contacts

NHS Direct

Tel: 0845 4647

www.nhsdirect.wales.nhs.uk

Health in Wales

www.wales.nhs.uk/ourservices/directory

Putting Things Right

www.puttingthingsright.wales.nhs.uk

Find your local Citizens Advice

Bureau by contacting

Tel: 0844 477 2020

www.adviceguide.org.uk/wales

Contacting the Public Services

Ombudsman for Wales

Tel: 0845 6010987

Fax: 01656 641199

www.ombudsman-wales.org.uk

E-mail: ask@ombudsman-wales.org.uk

Address: 1 Ffordd yr Hen Gae,
Pencoed, CF35 5LJ

This document can be made
available in other languages or
formats upon request.