

# **Putting Things Right**

**Furnace House Surgery  
Concerns Procedure**

**Furnace House Surgery aims to provide the very best care and treatment and it is important that we welcome comments and learn from people's experiences, good or bad. The vast majority of people are happy with the service they receive, sometimes though, things might not go as well as expected. When that happens, we need to look at what went wrong so we can try to make it better.**

**This leaflet applies to you if:**

- you are not happy with the care or treatment provided by Furnace House Surgery; 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 Furnace House Surgery. By telling us about your concern, we can investigate and try to put things right. We will also learn lessons and improve services where they need to be better.

**Who should I talk to about my 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 the Practice Manager. If you feel that you would like to contact Hywel Dda Health Board directly then you will need to contact a member of the concerns team, their details are given at the end of this leaflet.

**You can contact Furnace House Surgery by:**

- Phoning
- Emailing
- Writing a letter
- Faxing
- Making an appointment with the Practice Manager

If you need help to tell us about your concern, please let us know, or contact your local Community Health Council (CHC). 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. The CHC details can be found at the end of this leaflet.

**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;
- 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. 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.

### **What you should do if you are still unhappy**

If your concern has been looked at by us 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.

## **Concerns Team – Hywel Dda Health Board**

Headquarters (Merlin's Court, Winch Lane, Haverfordwest, SA61 1SB)

Louise O'Connor, Head of Legal Services, Redress & Patient Support, 01437 771220

Lynda Bridgwood, Patient Support Co-ordinator, 01437 771279

Lyn Charles, Patient Support Co-ordinator 01437 771225

Carmarthenshire County (Glangwili Hospital)

Patient Support & Advice Manager, 01267 227199

Una Hancock, Patient Support Officer, 01267 227144

Samantha Stonebridge, Patient Support Administrator, 01267 227144

Pembrokeshire County (Withybush Hospital)

Danielle Conway-Phillips, Patient Support Officer, 01437 772340

Haidee Thomas, Patient Support Officer, 01437 772529

Ceredigion County (Bronlais Hospital)

Patient Support Officer, 01970 635824

### **Contacting the Community Health Council:**

Carmarthen Community Health Council

Ty Myrddin

Old Station Road

Carmarthen

Tel: 01267 231384

### **Find your local Citizens Advice Bureau by contacting**

Tel: 0844 477 2020

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

### **Contacting the Public Services Ombudsman for Wales**

Tel: 0845 601 0987

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

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

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