



Llywodraeth Cymru  
Welsh Government

# Putting Things Right

How to raise a concern about the  
NHS in Wales





**The NHS in Wales aims to provide the very best care and treatment. But sometimes things may not go as well as expected. When that happens, you should raise your concerns with the staff involved with your care or treatment, so that they can look at what may have gone wrong and try to make it better. In NHS Wales this is done through a process known as 'Putting Things Right'.**

## **Who should I talk to?**

The best place to start is by talking to the staff involved with your care or treatment as soon as possible. They will try to resolve your concerns immediately. If this does not help, or you do not want to speak to the staff, you can contact the Health Board or Trust's concerns team.

Each Health Board or Trust has their own concerns team. To find details for your Health Board or NHS Trust contact NHS Direct Wales on 0845 4647 or visit Health in Wales [www.wales.nhs.uk/ourservices/directory](http://www.wales.nhs.uk/ourservices/directory)

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 your Health Board to do so.

## **The concerns team will:**

- Listen to your concerns to try to resolve them as quickly as possible.
- Look into your concerns and speak to the staff involved in your care or treatment.
- Put you in contact with the right person to help you.
- Let you know what they have found and what they are going to do about it.



Please tell the concerns team if you have any particular needs, for example: hearing loss, visual impairment, or problems with reading or writing.

## Who can raise a concern?

You can raise the concern yourself. If you prefer, a carer, friend, or relative may 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 but you can take up to 12 months to do so. If a longer time has passed and there are reasons for the delay, the concerns team may still be able to deal with your concern.

## Can I get support to raise my concern?

Yes. The Community Health Council's independent advocacy service provides free and confidential support. Find your local Community Health Council by contacting:

### The Board of Community Health Councils in Wales

Tel: 02920 235558

[www.communityhealthcouncils.org.uk](http://www.communityhealthcouncils.org.uk)

Email: [enquiries@waleschc.org.uk](mailto:enquiries@waleschc.org.uk)

## What happens once you have raised your concern?

- The concerns team will contact you and may offer a meeting to discuss your concerns.
- They will look into your concerns and talk to the staff involved in your care or treatment.
- They will aim to respond to you within 30 working days of receiving your concern. If they cannot reply to you in that time, they will explain why and let you know when to expect a response.



- Some concerns may take longer to look into, complex cases can take up to 6 months to resolve.

## **There are some things the concerns team cannot look into, such as:**

- Private healthcare or treatment (including private dental treatment);
- A complaint which was made and investigated under the complaints process before 1 April 2011.

## **What if you are still not happy?**

If you are not happy with the health board's response, you can contact the Public Services Ombudsman for Wales.

## **Public Services Ombudsman for Wales**

Tel: 0300 790 0203

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

Address: 1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.

This document is also available in Welsh.