

Parc Glas Surgery Putting things right

Our aim is to provide the very best care and treatment and it is important that we welcome comments and learn from people's experiences. Sometimes things might not go as well as expected and, when that happens, we need to look at what went wrong so that we can improve our service.

If you have a concern about the service you have received from the doctors or staff working at this practice, please let us know.

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 concern cannot be sorted out in this way, please let us know **as soon as possible**. You can take up to 12 months to let us know. If a longer time has passed and there are good reasons for a delay, please tell us anyway, as we may still be able to deal with your concern.

You can raise your concern with the Practice Manager Sharon Williams:

- by phone on 01407 840294
- by email at : practice.manager.w94006@wales.nhs.uk
- or by letter to: Practice Manager, Parc Glas Surgery, Bodorgan, LL62 5NL

Your concern will be acknowledged within 2 working days where possible and we will explain the process of how your concern will be investigated and when you can expect a response (within 30 working days, unless a longer time scale is necessary, in which case we will inform you).

If you do not wish to raise your concern with the practice, you can address your concern to the Concerns Team at the Betsi Cadwaladr University Health Board by:

- phoning the customer contact centre on 03000 851234
- Emailing bcu.complaintsteam@wales.nhs.uk
- Writing to: The Concerns Team, Ysbyty Gwynedd, Bangor, LL57 2PW

If you need help with raising your concern, please contact:

Adults

Llais

- By phone on: 01248 679284
- By email at: northwalesenquiries@llaiscymru.org
- In writing to: Llais Bangor, Unit 11 Chestnut Court, Ffordd y Parc, Parc Menai, Bangor, LL57 4FH

Children

Children and young people advocacy unit

- By email at advocacyinformation@wales.gsi.gov.uk