

Listening to You – Vauxhall Practice’s Approach to Concerns and Feedback

We are committed to listening carefully and compassionately if you have a **concern, complaint or worry** about your care or our service.



VAUXHALL PRACTICE

Under the NHS Wales *Listening to People* approach, your experience matters and your voice helps us improve.

What Is a Concern?

A concern can be:

- Something you are unhappy or worried about
- A problem with care, treatment or service
- A mistake or safety issue
- Any experience where you feel things did not go as they should

You do **not** have to put it in writing or use the word “complaint”.

How do I Raise a Concern

You can raise a concern:

- By speaking to **any member of our staff**
- By telephone
- By email
- In writing

If you need support, information in Welsh, or help because of a disability or communication need, please tell us. We will do our best to support you.

What Will Happen Next?

1. We will listen

As soon as a concern is raised, we will listen respectfully and take you seriously.

2. Acknowledgement within 5 working days

We will acknowledge your concern and **offer a listening discussion** (by phone or face-to-face).

3. Listening discussion

This is your opportunity to explain what happened, what matters most to you, and what you would like to see happen next.

4. Early resolution (where appropriate)

Many concerns can be resolved quickly with explanation, apology or action. We aim to do this within **10 working days** where possible.

5. If more investigation is needed


We will explain the next steps, keep you updated, and provide a written response, usually within **30 working days**.

Support and Advocacy

You are entitled to free, independent support from **Llais**, who can:

- Help you raise a concern
- Support you in meetings or discussions
- Help you understand what will happen next

Contact Llais:

 02920 235 558

 www.llaiswales.org

Our Single Point of Contact


All concerns are managed by:


Gemma Ferris

Assistant Practice Manager / Listening to People Single Point of Contact

Gemma will ensure your concern is handled fairly, kept on track and communicated clearly.

You can contact Gemma by:

 Phone: 01291 636100 provide a brief summary for reception to pass on and you will receive a call back

 Email: admin.w93020@wales.nhs.uk and you will receive a call back

Learning and Improvement

We use feedback and concerns to:

- Improve patient safety
- Improve services
- Support our staff

Your feedback helps us make care better for everyone.

If You Are Still Unhappy

If you remain dissatisfied after our response, we will explain the next options available to you, including escalation routes.

Thank you for helping us learn and improve by sharing your experience.