

# 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:  
Mrs Shelagh Hughes:

- by speaking to her in person
- by the phone on 01492 515787
- electronically by clicking on comments/suggestions at [www.cadwgansurgery.org](http://www.cadwgansurgery.org)
- or by letter to Cadwgan Surgery

Your concern will be acknowledged within 2 working days 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 Betsi Cadwaladr University Health Board by:

- phoning the Concerns Team on 01248 384194
- E-mailing [concernsteam.bcu@wales.nhs.uk](mailto:concernsteam.bcu@wales.nhs.uk)
- Writing to: Concerns Team  
Ysbyty Gwynedd Hopsital  
Bangor  
Gwynedd  
LL57 2PW

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

## **Adults**

Community Health Council

- By phone on 01248 679284
- By email at [admin@bcchc.org.uk](mailto:admin@bcchc.org.uk)
- In writing to: Unit 11 Chestnut Court, Parc Menai, Bangor, Gwynedd, LL57 4FH

## **Children**

Children and young people advocacy unit

- By email at [advocacyinformation@wales.gsi.gov.uk](mailto:advocacyinformation@wales.gsi.gov.uk)