

WELSH HEALTH CIRCULAR



Llywodraeth Cymru
Welsh Government

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Title: Patient information on the Putting Things Right (PTR) arrangements

Date of Expiry / Review 1 April 2020

For Action by:

Chief Executives of Health Boards and NHS Trusts;
Medical Directors of Health Boards and NHS Trusts;
Nurse Directors of Health Boards and NHS Trusts;
Directors of Primary, Community and Mental Health Services;
Putting Things Right Executive and Operational Leads
Community Health Councils

For information:

Members of the National Quality and Safety Forum;
Members of the Listening and Learning from Feedback Group
GPs, dentists, ophthalmic services, pharmacists who provide NHS funded care

Action required by:

With immediate effect

Sender: Janet Davies, Head of Healthcare Quality, Health and Social Services Group

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Enclosure(s): Annex 1: Putting Things Right (PTR) patient information

Dear colleagues,

Updated patient information on Putting Things Right

In 2014, the Evans review 'Using the Gift of Complaints' made a series of recommendations. One of these was for improvements in communication and information provided to the public to ensure it is easy for patients and their families to understand how to raise a concern. A work stream of the Listening and Learning from Feedback Group (a sub group of the National Quality and Safety Forum) was set up with representation from a variety of health boards and trusts as well as a number of external bodies, including the Community Health Council (CHC) to review the information provided to the public on Putting Things Right.

The CHC undertook a survey on behalf of the work stream to gain feedback from the public on whether the leaflet was clear and easy to understand, and where they would expect to find the leaflet. Following consensus from the Listening and Learning from Feedback Group work was undertaken to develop the information in various formats.

The renewed Putting Things Right patient information leaflet, including child friendly and large print versions, will shortly be distributed to all health boards and NHS trusts. A supply will also be sent to public libraries, Citizen's Advice offices and Community Health Councils across Wales.

The onus is on NHS organisations to ensure sufficient supplies are distributed across their sites, including GP practices; health centres; pharmacies; opticians; and dentists.

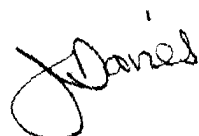
From 1 April, electronic versions of the patient information will be available for download from www.puttingthingsright.wales.nhs.uk. There will also be audio, British Sign Language and other language versions for download.

A small number of printed Braille versions will be available upon request from the Healthcare Quality team. An Easy Read version is currently being developed and will be available at a later date.

It is important that any out of date information is removed from circulation.

Please make every effort to raise awareness of the renewed patient information with your public, staff and stakeholders.

Yours sincerely



Janet Davies
Head of Healthcare Quality
Health and Social Services Group



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Putting Things Right

Raising 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.

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.

Each health board or trust has their own concerns team. To find their details, go to the Health in Wales website

www.wales.nhs.uk/ourservices/contactus/nhscomplaints

or phone NHS Direct Wales on 0845 4647

What will the concerns team or practice do?

They 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 or practice if you need information or communication in a different format such as large print, Braille or audio.

How soon should I tell someone about my concern?

It is best to talk to someone as soon as possible but you can take up to 12 months to do so. If a longer time has passed and there are good reasons for the delay, the concerns team or practice may still be able to deal with your concern.

Who can raise a concern?

You can raise it yourself. If you prefer, a carer, friend, or relative may represent you, but you will need to give them written permission to do this.

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

02920 235558

www.communityhealthcouncils.org.uk

enquiries@waleschc.org.uk

What happens once you have raised your concern?

The concerns team or practice will:

- » Contact you and may offer a meeting to discuss your concerns.
- » Look into your concerns and talk to the staff involved in your care or treatment.
- » 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.

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

Address: 1 Ffordd yr Hen Gae

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