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|  | **This fact sheet is about:**  **General Practitioners (GPs)** |
|  | The Ombudsman can look at complaints about NHS treatment but not  private healthcare. |
|  | **What do you do before you contact the Ombudsman?** |
|  | You should complain to the practice if your complaint is about a GP or someone who works there. |

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|  | **What can the Ombudsman do?**  We can look at: |
|  | * complaints about the quality of   your care. |
|  | * when GP services do not work how   they should. |
|  | * poor service from a GP surgery. |
|  | * when you have been taken off   the GP list. |
|  | * complaints about out of   hours services. |
|  | **What can’t the Ombudsman do?**  We cannot: |
|  | * stop your GP working. |
|  | * get involved in your treatment. |
|  | * get you back on the GP list. |
|  | **Things to think about** |
|  | The Ombudsman will look at if the care was good enough when you  were treated. |
|  | But he will not expect it to be perfect. |
|  | The Ombudsman can tell the GP practice what we think it should do if we think it has done something wrong. |
|  | GPs can take you off their list if: |
|  | * you move away. |
|  | * you do not get along. |
|  | You should get a letter to say this might happen and why. |
|  | You should not be taken off a GP list for making a complaint. |
|  | **More information** |
|  | The **Community Health Council (CHC)** helps with complaints.  Their helpline is on: 0845 6447814 |
|  | Your local Health Board may also help. [www.wales.nhs.uk/ourservices/directory](http://www.wales.nhs.uk/ourservices/directory) |

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|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |