

## **Probert & Williams Eye Care - Patient Charter on Concerns**

April 2026. Review date: April 2028

Our success is based on our reputation for patient care, quality of product and value for money. It is a reputation of which we are justifiably proud and strive to improve. In order to achieve this, we take all patient concerns (including complaints, feedback and patient safety issues) extremely seriously and give our commitment that, in the unlikely event that you may have a concern, we will fully investigate and do our utmost to resolve it.

The Company adheres to the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011, the NHS Duty of Candour regulations, and all local requirements on concerns management. We follow the NHS Wales “Listening to People” process (2026), which places listening, early resolution and learning at the heart of how we respond to concerns. All concerns raised with us, including those resolved quickly, are recorded and used to improve our services.

All our staff are chosen because, apart from the other attributes needed for the job, they have an overriding ambition to care for our patients in the best possible way. Naturally, we are all human and from time to time a patient may have a concern. All our staff are encouraged to understand that receiving a concern is an opportunity to improve by resolving the problem presented.

We are committed to a culture of openness, honesty and learning. Feedback from our patients is a vital part of this process.

### **How to raise a concern**

You can raise a concern (complaint, feedback or issue) in a way that suits you:

- In person
- By telephone
- By email
- In writing

### **Stage 1: Listening and Early Resolution**

The vast majority of concerns are resolved at the time in the practice. If you are returning to the practice with a concern, you may wish to speak to the staff member involved, or any member of the team. We will listen carefully to understand your concerns and what outcome you would like. We aim to resolve concerns at this stage within 10 working days where appropriate.

### **Stage 2: Investigation, Response and Learning**

If your concern cannot be resolved at an early stage, or you would prefer it to be handled formally, it will move to a formal investigation. This process will include recording your concern to ensure clarity and full understanding. We will document your concern and agree the expected timescale for resolution. We will acknowledge your concern within 5 working days and agree a timeframe for response. We will keep you updated if there are any delays.

### **Written concerns**

Written concerns should be made, in the first instance to:

The Directors  
Probert & Williams Eye Care Cyf.  
15 Baker Street  
Aberystwyth  
SY23 2BJ

Email: [directors@probertandwilliams.co.uk](mailto:directors@probertandwilliams.co.uk)

This acts as our single point of contact for concerns.

Your communication will be acknowledged within 5 working days. This communication will outline the procedure and timescale required to investigate and report back on your concern. The Directors will fully investigate the concern, including reviewing any clinical or other records and any documentation completed when the concern was first raised.

We will:

- Find out what happened and what went wrong
- Offer you the opportunity to discuss the concern with those involved
- Provide an apology where appropriate
- Explain what we have learned and what changes we have made
- Identify what we can do to ensure the issue does not happen again
- Consider whether the Duty of Candour applies and act accordingly

You may also request a face-to-face discussion, and we will do our best to accommodate this at the earliest opportunity. This may form part of a listening discussion or outcome meeting.

### **If you are not satisfied**

If you feel your concern remains unresolved, you have the right to escalate your complaint. You may contact:

- The Optical Consumer Complaints Service (for service or product concerns)
- The General Optical Council (for clinical concerns)

If your concern relates to NHS services, you may contact:

Hywel Dda University Health Board Concerns Team  
Freepost Feedback @ Hywel Dda  
Tel: 0300 0200 159  
Email: [hdhb.patientsupportservices@wales.nhs.uk](mailto:hdhb.patientsupportservices@wales.nhs.uk)

You also have the right to refer your concern to the Public Services Ombudsman for Wales if you remain dissatisfied after our response.

### **Support**

If you need help to raise your concern, please let the person dealing with it know, or contact Llais, who provide a free and independent advocacy service to support patients or those acting on their behalf.

Llais Hywel Dda

Tel: 01646 697610

Email: [westwalesadvocacy@llaiscymru.org](mailto:westwalesadvocacy@llaiscymru.org)

### **Complaining on behalf of others**

Due to confidentiality of clinical data, it is not possible for us to respond to third parties regarding a concern without the patient's permission, unless they are authorised or acting in the patient's best interests (for example, a parent, carer or advocate).

### **Accessibility and language**

We can provide this information in Welsh or alternative formats on request and will make reasonable adjustments to support your needs.