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University Health Board

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Emotional Wellbeing  
& Mental Health

# How to seek advice or raise a concern

We always try to provide a high quality service but we know that sometimes we might not get things quite right.



## Happy to help

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It is important to us to know when we have not met your expectations and therefore have the opportunity to resolve any issues and learn from your experience. A member of the Emotional Wellbeing & Mental Health team would be happy to provide further advice or discuss any concerns you may have.

Please speak to our Receptionist or call the service on **02921 836730** and ask to speak to a member of the leadership team.

We would like to reassure you that raising a concern will not adversely affect the care or treatment you / your child will receive.



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## Patient Advice & Concerns Departments

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If you do not wish to raise a query or concern with a member of the Emotional Wellbeing & Mental Health team, our **Patient Advice Liaison Service** or **Concerns Department** will be happy to assist you.

### Contact details:

Tel: 02921 83 and add either 6318, 6319, 6323 or 6340

Email: [Concerns@wales.nhs.uk](mailto:Concerns@wales.nhs.uk)

**Write to:** Chief Executive, Cardiff & Vale University Hospital, Woodland House, Maes y Coed Road, Cardiff, CF14 4HH

### Website:

<https://cavuhb.nhs.wales/patient-advice/concerns-complaints-and-compliments/>

**Opening times:** Mon – Fri 9am -5pm