

mewKQy wVK ivLv

GwcÖj 2011 †_‡K Gb GBP Gm mæú‡K© ‡Kvb D‡ØM Dìvcb

I‡qj‡mi Gb GBP Gm(NHS) -Gi j¶¶ n‡jv me‡P‡q fv‡jv cwiPh©v Ges wPwKrmv cÖ`vb Kiv Ges GUv „i“Zjc~Y© †h Avgiv mKj gš—e`‡K ^vMZ RvbvB Ges gvby‡li fv‡jv ev g>` AwfÁZv †\_‡K wk¶¶v ‡bB| wekvj msL`K gvbyl Zviv †h cwi‡lev MÖnY Ki‡Qb Zv wb‡q Lywk| Zvicil gv‡S gv‡S mewKQy †hiKg Avkv Kiv nq †miKg nqbv| GwU hLb N‡U ZLb Avgv‡`i †`Lv cÖ‡qvRb †h Kx fyj n‡q‡Q †hb cieZ©x‡Z Avgiv GUv Av‡iv fv‡jvfv‡e Ki‡Z cwi|

GB cÖPvicîwU Avcbvi Rb` cª‡hvR` hw`:

- I‡qj‡mi Gb GBP Gm-Gi Øviv ev Rb` †h cwi‡lev ev wPwKrmv cÖ`vb Kiv nq Zv‡Z Avcwb Lywk bv nb; A_ev
- Avcbvi hw` Ab` †Kv‡bv D‡ØM _v‡K Avgv‡`i Rvbv DwPZ e‡j Avcwb g‡b K‡ib|

GUv Avcbv‡K AvMvgx 1 GwcÖj 2011 †_‡K D‡ØM,‡jv †`Lvi Rb` †hme e`e`v Kiv n‡e ‡m,‡jv mæú©‡K ej‡e|

D‡ØM Kx?

D‡ØM n‡jv hLb Avcwb Gb GBP Gm-Gi †`qv †Kv‡bv cwi‡lev wb‡q ALywk ‡eva K‡ib| Avcbvi D‡Ø‡Mi K\_v Avgv‡`i‡K ej‡j, Avgiv Avcbvi Kv‡Q `ytL cÖKvk Ki‡Z cwi, mewKQy wVK Kivi Rb` Z`š— I †Pón Ki‡Z cwi| Avgiv wkLe Ges †hLv‡b cwi‡lev,‡jvi Av‡iv fv‡jv nlqv `iKvi †mLv‡b Dbœqb Kie|

wKQy welq i‡q‡Q †h,‡jv Avgiv GB e`e`vi AvlZvq mgvavb Ki‡Z cvi‡evbv, †hgb:

- ‡emiKvix ^v`´‡mev A\_ev wPwKrmv( ‡emiKvix `š— wPwKrmvmn);
- ‡hme Awf‡hvM Ges Z`š— 1 GwcÖj 2011 -Gi Av‡M †h e`e`v wQj Zvi AvlZvq Kiv n‡qwQj|

Avgvi DþØM wbþq Kvi mvþ_ Avgvi K_v ejv DwPZ?

Avcwb hw` gþb Kþib þh Avcwb cviþeb Zþe K\_v ejv Aviað Kivi meþPþq fvþjv RvqMv nþjv þhmKj Kg©xiv Avcbvi cwiPh©vGes wPwKrmvq RwoZ wQj Zvþ`i mvþ_ K_v ejv| Zviv Zr¶Yvr Avcbvi DþØM `~i Kivi þPóv Kiþe| hw` GþZ KvR bv nq A_ev Avcwb hw` þhme Kg©xiv AvcbvþK cwiþlev cÖ`vb KþiþQ Zvþ`i mvþ\_ K\_v ejþZ bv Pvb Zvnþj Avcwb mswk-ó DþØM `þji þKvb m`þm`i mvþ_ þhvMvþhvM KiþZ cvþib|

^v` cwiþlev msþvš— þKvþbv DþØM \_vKþj AvcbvþK Avcbvi `vbxq ^v` þevW©( Local Health Board) A\_ev mswk-ó Gb GBP Gm Uavþþi mvþ\_ þhvMvþhvM Kiv `iKvi|

Avcwb þh cwiþlev Avcbvi þRbvþij cÖ`vKwUkbvi(wRwc), þWw>U÷, dvg©vwm÷ A\_ev AcwUwkqvþbi KvQ þ\_þK MÖnY Kþib þmme msþvš— þKvþbv DþØM \_vKþj mvaviYZ Avcbvi DwPZ cÖ`vKwUmþK G welqwU þ`Lvi Rb` ejv, wKš' Avcwb hw` þkªq gþb Kþib Zvnþj Avcwb Avcbvi š`vbxq ^v` þevW©þK GUv KiþZ ejþZ cvþib|

Avcwb mswk-ó DþØM `þji mvþ_ bxcæwjwLZfvþe þhvMvþhvM KiþZ cvþib:

- þdvb Kþi
- B-þgBj Kþi
- wPwV wjþL
- d`v· Kþi
- þU·U Kþi(þhLvþb cvlqv hvþe)

Avgvþ`iþK Avcbvi DþØþMi K\_v ejþZ Avcbvi hw` mvnvþh`i cÖþqvRb nq, AbyMÖn Kþi Avgvþ`iþK Rvbvb A_ev Avcbvi `vbxq KwgDwbwU þnj\_ KvDwÝj(CHC)-Gi mvþ\_ þhvMvþhvM Kiþb| Avcbvi `vbxq CHC webvg~þj` Ges ^vaxb civgk© cwiþlev cÖ`vb Kþi, hv þivMx A_ev þhme gvbyl Zvþ`i cþ¶ KvR KiþQ Zvþ`iþK Zvþ`i DþØM cÖKvþk mg\_© Kþi| Avcbvi hw` cÖþqvRb nq Zþe CHC AvcbvþK weþklÁ civgk© cwiþlevi ms`úþk© þbqv mn civgk© I mnvqZv cÖ`vb Kiþe| þevW© Ad CHCs -Gi mvþ_ þhvMvþhvM Kiþj Avcbvi `vbxq CHC þKv\_vq þmwU cvlqv hvþe, þevW© Ad CHCs Gi we`—vwiZ cvlqv hvþe GB cÖPvicîwUi þkl w`þK|

þK DþØM cÖKvk KiþZ cvþi?

GUv hw` Ggb wKQy nq thwU Avcbvi mv†\_ n†q†Q Zvn†j Avcwb wb†RB D†ØM cÖKvk Ki†Z cv†ib| Avcwb hw` †k^aq g†b K†ib, Z†e GKRb †Kqvivi, eÜz, AvZ¥xq A_ev Avcbvi †vbxq CHC Avcbvi cÖwZwbwaZj Ki†Z cv†ib wKŠ' Avcbv†K G†Z m†šZ nlqvi Rb'' ejv n†e|

KZ ZvovZvwo Avgvi D†ØM m†ú©†K Ab''†K Avgvi Rvbv†bv DwPZ?

GUv me†P†q fv†jv n†e hw` KvD†K mgm''vwU NUvi ci hZ ZvovZvwo m†ŕe Avcbvi D†ØM m†ú©†K ejv Z†e Avgv†`i†K Rvbv†Z Avcwb 12 gvm ch©š— mgq wb†Z cv†ib| hw` `xN© mgq cvi n†q hvq wKŠ' †`ix nlqvi †cQ†b fv†jv KviY \_v†K, Z†e Zvicil Avgv†`i†K Rvbvb KviY Avgiv nq†Zv ZL†bv Avcbvi D†ØMwU wb†q KvR Ki†Z cvi†ev|

Gic†i Kx nq?

Avgiv:

- Avgiv Avcbv†K 2 Kg©w`e†mi g†a'' Rvbv†ev †h Avgiv Avcbvi D†ØMwU †c†qwQ(mßvn †k†li w`b,†jv Ges e''vsK e†Üi w`b,†jv Gi Aš—f©~³ bq);
- GKB mv†_ Avgiv Avcbvi hw` †Kv†bv we†kl cÖ†qvRb \_v†K †m m†ú©†K Avcbv†K wR†Ám Kie †hUv Avcbvi D†ØMwU wb†q KvR Kivi Rb'' Avgv†`i Rvbv DwPZ ;
- Av†iv wR†Ám Kie †h Avcwb KZUzKz m†c,,³ n†Z Pvb Ges hw` cÖ†qvRb nq Z†e Avcbvi †^v''' bw_(health records) e''envi Ki†Z Avcbvi m†šwZ wbe;
- Avcbvi D†ØMwU Z`š— Ki†ev;
- Z`š—i Ask wn†m†e Avcbvi mv†\_ wm×vš— wbe †h Avcbvi D†ØMwU mgvavb Ki†Z Avgv†`i we†klÁ civgk© (†hgb wPwKrmv msµvš— gZvgZ) A_ev Ab'' †^vaxb mvnv†h'i cÖ†qvRb Av†Q wK bv ;
- Avcbv†K Rvbv†ev †h Avgiv Kx †c†qwQ Ges G m†ú©†K Avgiv Kx Ki†Z hvw"Q;
- †ekxifvM †¶†Î Avcbvi D†ØMwU MÖnY Kivi Zwi†Li 30 Kg©w`e†mi g†a'' (mßvn †k†li w`b,†jv Ges e''vsK e†Üi w`b,†jv Gi Aš—f©~<sup>3</sup> bq) Avcbv†K GKwU P~ovš— DËi w`e| Avgiv hw` †mB mg†qi g†a'' Avcbv†K DËi w`†Z bv cwwi Zvn†j Avgiv Avcbv†K Zvi KviY Rvbv†ev Ges Avcbv†K Rvbv†ev †h Avcwb KLb GKwU DËi Avkv Ki†Z cv†ib|

wKQy wKQy NUbvi Rb" ¶wZc~iY (Redress) e"e"vi AvlZvq Av¶iv
 Z`¶š—i cÖ¶qvRb n¶Z cv¶il ¶iW¶im n¶jv A¶bK, ¶jv Kg©KvÛ hv
 GKwU D¶Ø¶Mi mgvavb Ki¶Z Kiv nq ¶hLv¶b cÖwZôvbwU nq¶Zv
 wKQy ¶wZ Kivi Rb" ¶`v|x| Gi Aš—f~©³ n¶Z cv¶i GKwU wjwLZ ¶lgv
 cÖv_©bv Ges Kx N¶U¶Q Zvi we¶k-ly, mgm"vwU ¶_¶K gyw³i Rb"
 ¶Kvb wPwKrmv/c~be©vm¶bi Ges/A_ev Awv_©K ¶wZc~i¶Yi
 cÖ—ve| hw` Avcbvi D¶Ø¶Mi ¶¶¶i ¶iW¶im cÖ¶hvR" nq Zvn¶j Gi
 A_© Kx Zv Avgiv Avcbv¶K Av¶iv we—vwiZfv¶e Rvbv¶ev |

Avcwb hw` Zvicil Amš'ó _v¶Kb Z¶e Avcbvi Kx Kiv DwPZ
 Avgiv Avcbvi D¶ØMwU m¶ú¶K© e"e"v ¶blqvi c¶il Avcwb hw`
 Avgv¶`i DĚ¶i Lykx bv nb Zvn¶j Avcwb I¶qj¶mi miKvix
 cwi¶levmg~¶ni b"vqcvj (Public Services Ombudsman for Wales)-Gi
 mv¶_ ¶hvMv¶hvM Ki¶Z cv¶ib| b"vqcv¶ji mv¶_ ¶hvMv¶hv¶Mi
 we—vwiZ GB cÖPviclwUi ¶k¶l cvlqv hv¶e|

cÖ¶qvRbxq ¶hvMv¶hv¶Mi wVKvbv:
 Avcbvi "vbxq "v" ¶evW© A_ev Gb GBP Gm Uav÷ Lyu¶R cvlqvi
 Rb" ¶hvMv¶hvM Ki"b:

Gb GBP Gm WvB¶i± (NHS Direct)

¶Uwj: 0845 4647

www.nhsdirect.wales.nhs.uk

¶nj_ Bb I¶qjm (Health in Wales)

www.wales.nhs.uk/ourservices/directory

mewKQy wVK ivLv (Putting Things Right)

www.puttingthingsright.wales.nhs.uk

Avcbvi "vbxq KwgDwbwU "v" KvDwÝj(Community Health
 Council) Lyu¶R cvlqvi Rb" ¶hvMv¶hvM Ki"b:

**I¶qj¶mi ¶evW© Ad KwgDwbwU ¶nj_ KvDwÝjm
 (Board of Community Health Councils in Wales)**

¶Uwj: 0845 644 7814

¶Uwj: 02920 235558

www.communityhealthcouncils.org.uk

B-¶gBj: enquiries@waleschc.org.uk

Avcbvi 'vbxq bvMwiK civgk© ey"iv(Citizens Advice Bureau)
LuyR cvlqvi Rb" thvMvthvM Ki"b:

Uwj: 0844 477 2020

www.adviceguide.org.uk/wales

**Iqjmi miKvix cwilevmg~ni b"vqcvji (Public Services
Ombudsman for Wales)** mv_ thvMvqvMi Rb":

Uwj: 0845 601 0987

www.ombudsman-wales.org.uk

B-gBj: ask@ombudsman-wales.org.uk

wVKvbv: 1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ