

Fiw ePf;fpr; rPu; nra;jy; 2011 Vg;uy;1 Kjy; NHS gw;wpg; Gfhu; nra;Ak; Kiw

Nty;]py; nraw;gl;LtUk; NHS (vd; vr; v];) vd miof;fg;gLk; Njrpa cly;ey
Nrit> kpfTk; rpwe;j cly;ey guhkupg;Gk; rpfpr;irAk; toq;Ftij Nehf;fkhff;
nfhz;lJ. ,t;tifapy;> Nrit gw;wpa fUj;Jf;fis tuNtw;W> kf;fs; ngw;w ey;y
my;yJ jPa mDgtq;fspypUe;J ghlq; fw;Wf;nfhz;tJ vq;fSf;F Kf;fpak;.
kpf;ngUk;ghd;ikahd kf;fs; jhk; ngWk; Nritapy; kfpo;r;rp
milfpwhu;fs;. MapDk; rpy Ntisfsy; vjpu;ghu;j;j msTf;F tplaq;fs;
rpwg;ghf mikahJ Ngha;tplyhk;. mt;thW epfOk;NghJ> ele;j jtW vd;d
vd;W Muha;e;J ghg;gJ mtrpak;. mg;NghJjhd; ele;j jtw;iwr; rPuhf;f
Kaw;rp nra;ayhk;.

ePq;fs;:

- Nty;]py; NHS My; my;yJ mjd; rhu;gpy; toq;fg;gl;l cly;ey
guhkupg;G my;yJ rpfpr;ir gw;wp mjpUg;jp nfhz;bUe;jhy;;
my;yJ
- vq;fSf;Fj; njupaNtz;Lk; vd ePq;fs; epidf;Fk; NtW ftiy VJk;
cq;fSf;F ,Ue;jhy;

,g;gpuRuk; cq;fSf;fhdjhFk;.

,g;gpuRuk;> Vw;gl;l ftiyfs; gw;wpr; nra;ag;gLk; Gfhu;fis
tprhupg;gjw;fhf 2011 Vg;uy; 1 Kjy; eilKiwf;F tUk; Vw;ghLfis cq;fSf;F
tpgupf;fpwJ.

ftiy vd;why; vd;d?

NHS My; toq;fg;gLk; Nrit VNjDk; gw;wp ePq;fs; mjpUg;jp
nfhz;Sk;NghJ mjidf; ftiy vdf; \$wyhk;. cq;fs; ftiya ePq;fs; vq;fSf;F
vLj;Jf; \$wpdhy;> ehq;fs; mjw;fhf kd;dpg;Gf; Nfhup> mjidg;
Gyd;tprhupj;J mjid eptu;j;jp nra;a Kaw;rp;fyhk;. mj;Jld; ehq;fs; cupa
gbg;gpidiag; ngw;Wf;nfhz;ljd; Ngupy;> rPuikf;fg;glNtz;ba Nritfis
rPu;g;gLj;JNthk;.

,t;Ntw;ghl;Lf;fspd; fPo; ehq;fs; ifahsKbahj rpy tplaq;fs; cs;sd.
mitahtd:

- jdpahu; cly;ey guhkupg;G my;yJ rpfpr;ir (jdpahu; gy; kUj;Jt rpfpr;ir mlq;fyhf);
- 2011 Vg;uy; 1 f;F Kd;du; epytpa Vw;ghLfspd; fPo; nra;ag;gl;L> Gyd;tpihuiz nra;ag;gl;l Gfhu;.

vd; ftiyia ahuplk; ehd; vLj;Jf; \$wNtz;Lk;?

,aYkhdhy;> cq;fs; cly;ey guhkupg;gpYk; rpfpr;irapYk; <Lgl;l gzpahsu;fSld; NgRtNj kpfr;rpwe;j Xu; Muk;g nraw;ghL. cq;fs; ftiyia cldbahfj; jPu;f;Fk; Kaw;rpapy; <Lgl mtu;fshy; KbAk;. ,jdhy; gyd; Vw;glhtpl;lhy;> my;yJ Nrit toq;fpa gzpahsu;fSld; Ngr ePq;fs; tpUk;ghtpl;lhy;> ftiy gw;wpa Gfhu;fisf; ifahSk; FOtpd; cWg;gpdu; xUtUld; ePq;fs; njhlu;G nfhs;syhk;.

cly;ey Nritfs; gw;wpa ftiyfisg; nghWj;jtiu> cq;fs; Local Health Board (cs;Cu; cly;ey Nrit rig) cld; my;yJ rk;ge;jg;gl;l NHS Trust (NHS ek;gpf;ig; nghWg;G mikg;G) cld; njhlu;G nfhs;sy; Ntz;Lk;.

cq;fs; nghJ kUj;Jtu; (GP)> gy; kUj;Jtu;> kUe;jhsu; my;yJ fz; gupNrhjfuplk; ngw;w Nrit gw;wpa ftiy VJk; cq;fSf;F ,Ue;jhy;> rhjhuzkhf ePq;fs; Fwpj;j njhopy;ruhu; mYtyfj;jplk; tplaj;ij cq;fs; rhu;gpy;. tprhupf;FkhW Nfl;fNtz;Lk;. MapDk; tpUk;gpdhy;> cq;fs; cs;Cu; cly;ey Nritr; rigiaf; Nfl;fyhk;.

ftiy gw;wpa Gfhu;fis Vw;Fk; FOit ePq;fs;:

- njhiyNgrp %yk;
- kpd;dQ;ry; %yk;
- fbjk; vOJtjd; %yk;
- njhiyaQ;ry; %yk; (faxing)
- (gad;gLj;j KbAkplj;jpy;) ifNgrp vOj;J %yk; (texting)

njhlu;G nfhs;s KbAk;.

cq;fs; ftiyia vq;fsplk; ntspg;gLj;j cjtp Njitahdhy;> jaT nra;J vq;fSf;Fj; njuptpf;fTk;> my;yJ cq;fs; cs;Cu; Community Health Council (CHC) (r%f cly;ey fTd;rpy;) cld; njhlu;G nfhs;sTk;. cq;fs; cs;Cu; CHC> RahjPdkhd MjuT Nrit (advocacy) xd;iw ,ytrkhf toq;fp tUfpwJ. Nehahsu;fNsh> gpuipepjpfNsh jk; ftiy gw;wpg; Gfhupl cjt mtu;fshy; KbAk;. CHC cq;fSf;F tpNrl MjuT NritfSld; njhlu;G Vw;gLj;jpj; jUtJ

cl;gl> MNyhrIdAk; MjuTk; toq;Fk;. cq;fs; cs;Cu; CHC ia CHC Board (CHC rig) cld; njhlu;G nfhz;L fz;Lgpbf;fyhk;. rigapd; tpguq;fs; ,g;gpuRuj;jpd; ,Wjpapy; cs;sd.

ahu; ftiy gw;wpg; Gfhu; njuptpf;fyhk;?

ghjpf;fg;gl;ltu; ePq;fshf ,Ue;jhy;> ePq;fNs Gfhu; nra;ayhk;. tpUk;gpdhy;> cq;fisf; ftdpg;gtu;> ez;gu;> cwtpdu; my;yJ cq;fs; cs;Cu; CHC cq;fisg; gpupjpepjpj;Jtk; nra;ayhk;. ,jw;F cq;fs; ,zf;fk; ngwg;glNtz;Lk;.

vt;tsT tpiutpy; vd; ftiyia ahuplNkDk; ehd; \$wNtz;Lk;?

gpur;id vw;gl;ljd;Nky;> \$ba tpiutpy; ahuplkhtJ NgRtJ ed;W. MapDk; vq;fsplk; \$Wtjw;F cq;fSf;F 12 khjfhY mtfhrk; cz;L. ,jw;FNkYk; fhyk; vLj;jhYk;> jhkjj;Jf;F epahakhD fhuzq;fs; ,Ue;jhy;> vq;fsplk; \$wTk;. cq;fs; ftiyia me;epiyapYk; vq;fshy; ifahsf;\$bajhf ,Uf;Fk;.

mLj;J vd;d elf;Fk;?

ehq;fs;:

- cq;fs; Gfhu; fpilj;jjhf 2 Ntiy ehl;fspy; cq;fSf;Fj; njuptpg;Nghk; (thu ,Wjp ehl;fs>; tq;fp tpLKiwfs; ePq;fyhf);
- mNj rkak;> cq;fs; Gfhiuf; ifahSk; tpla;jjpy; vq;fSf;Fj; njupaNtz;ba cq;fs; tpNrl Njitfs; vitAk; cs;sdth vd;W cq;fis tprhupg;Nghk;;
- Gfhu; tplakhf ve;j msTf;F <LghL nfhs;s tpUk;GfpwPu;fs; vdf; Nfl;L> mtrpakhdhy; cq;fs; cly;epiy gw;wpa gjpTfisg; ghu;itapl cq;fs; ,zf;fj;ijg; ngWNthk;;
- cq;fs; Gfhiug; Gyd;tprhuiz nra;Nthk;;
- Gyd;tprhuizapd; xU gFjpahf> cq;fs; gpur;idiaj; jPu;g;gjw;F> tpNrl epGzj;Jt MNyhrId (gpzp Ma;Tf; fUj;Jg; Nghd;wit) my;yJ NtW RahjPd cjtp ngWtJ mtrpakh vd cq;fSld; Nru;e;J jPu;khdpg;Nghk;;
- vq;fs; fz;Lgpbg;G vd;d vd;Wk; mJgw;wp vd;d nra;ag; NghfpNwhk; vd;Wk; cq;fSf;Fj; njuptpg;Nghk;;
- ngUk;ghyhd Gfhu;fisg; nghWj;jtiu> cq;fs; Gfhiu Kjd;Kjy; ngw;Wf;nfhz;l jpfjpapypUe;J 30 Ntiy ehl;fSf;Fs; (thu ,Wjp ehl;fs>; tq;fp tpLKiwfs; ePq;fyhf) ,Wjpg; gjpiy toq;FNthk;. ,j;jpfjpf;Fs; toq;f ,ayhtpby;> mjw;fhd fhuzq;fisj; jUNthk; mj;Jld; vg;NghJ gjpiy vjpu;ghu;f;fyhk; vd;Wk; njuptpg;Nghk;.

rpy tof;Ffs;> Redress (epthuzr; rl;l xOq;Ffspd;) gpufhuk; Nkyjpfkhfg; Gyd;tprhupf;fg;glNtz;b tuyhk;. Redress vdg;gLtJ rpy nraw;ghLfshFk;. Nrit toq;Fk; mikg;gpd; jtwpdhy; CW tpistpf;fg;gl;L>

mjdhy; vOk; Gfhiuj; jPu;g;gjw;F ,it Nkw;nfhs;sg;glyhk;. ,tw;wpy;
vOj;J %ykhk kd;dpg;Gf; Nfhuy;> kw;Wk; rk;gtk; gw;wpa tpsf;fk;>
gpur;idia eptu;j;jpg;gjw;F rpfpr;ir/ Gdu;tho;T ju Kd;tUjy;> mj;Jld;/
my;yJ epjp ,og;gPL toq;Fjy; vd;gd ,tw;wpy; mlq;fyhk;. ephuz
xOq;Ffs; cq;fs; tplaj;jpy; nghUe;Jkhdy;> mjid cq;fSf;F NKYk;
tpsf;fkhfj; njuptpg;Nghk;.

cq;fs; mjpUg;jp ,d;Dk; ePq;fhtpl;lhy; ePq;fs; vd;d nra;aNtz;Lk;
cq;fs; Gfhiu ehq;fs; tprhup;j;gpd;dUk; vq;fs; gjpy; jpUg;jp
juhtpl;lhy;> ePq;fs; Public Services Ombudsman for Wales (Nty;];
nghJkf;fs; Nrit FiwNfs; mjpfhup) cld; njhlu;G nfhs;syhk;.
,g;gpuRuj;jpd; ,Wjpapy; FiwNfs; mjpfhupiaj; njhlu;G nfhs;Sk;
tpguq;fisf; fhzyhk;.

gaDs;s njhlu;Gfs;:

cq;fs; cs;Cu; Local Health Board cld; my;yJ NHS Trust mikg;Gld;
fPo;f;fz;lthW njhlu;G nfhs;sTk;:

NHS Direct

njhiyNgrp: 0845 4647

www.nhsdirect.wales.nhs.uk

Health in Wales

www.wales.nhs.uk/ourservices/directory

Putting Things Right

www.puttingthingsright.wales.nhs.uk

cq;fs; cs;Cu; Community Health Council [fPo;f;fz;lthW ehITk;:

Board of Community Health Councils in Wales

njhiyNgrp: 0845 644 7814

njhiyNgrp: 02920 235558

www.communityhealthcouncils.org.uk

kpd;dQ;ry;: enquiries@waleschc.org.uk

cq;fs; cs;Cu; Citizens Advice Bureau it (Fbkf;fs; MNyhid mYtyfk;)
ehLtjw;Fj; njhlu;G nfhs;sTk;:

njhiyNgrp: 0844 477 2020

www.adviceguide.org.uk/wales

Public Services Ombudsman for Wales cld; njhlu;G nfhs;s:

njhiyNgrp: 0845 601 0987

www.ombudsman-wales.org.uk

kpd;dQ;ry;;: ask@ombudsman-wales.org.uk

Kftup: 1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ