

From: x.x
Sent: 12 August 2024 06:58
To: HIW <hiw@gov.wales>
Subject: Re: The Quay Medical Centre Connah's Quay

For the time being I have reconsidered and do not want to take the complaint forward at this present time. But I did notice that The Quay don't seem to have every been inspected by HIW

Regards

X

On Fri, 9 Aug 2024, 22:20 x, x x.x

Good evening, I have been considering contacting HIW for a while. This week has come to a head. This GP practice is totally unacceptable . They have an Consultation system for the patient to complete and usually they will advice the patient to go to either Holywell or Mold Community Hospitals.

This is totally unacceptable as there are times when the patient doesn't drive The Practice just doesn't want to see patients face to face if you request a call back from the service requesting to speak to a GP you always get an ANP calling you back.

I have had an issue with x x down on x since I had xxxxx I have asked for a specialist review and get fobbed off with an xxx. For example I had sent photos of the x x down to be told the practice would have to see x x and take photos as the photos I had sent by the econsolt couldn't be up loaded to refer for a x appointment.

I am a x in the x x and find the terrible service offered by the Quay total unacceptable.

x