



UmbrellaCymru

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My Health My Right My Concern

A full list of contact details for Medical Directors, Concerns and Complaints departments and Chief Executives across the Welsh NHS Health Boards.

This guide includes links to templates that can be used to help make a complaint if you are concerned about your care or treatment as well as ways to request advocacy and ongoing support from us.

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Introduction

We know that a number of gender diverse people find it difficult to receive local treatment even after their GP has been provided with advice from clinicians in Tavistock and Portman's Gender Identity Clinic.

Nick, Director of Umbrella Cymru is part of the All Wales Gender Identity Partnership Group along with a number of stakeholders and representatives across Wales.

The group is working hard to help the NHS improve gender identity services across Wales, but we are aware that things are far from perfect. Unfortunately, we still hear about some negative experiences, and we want to help!

If you've experienced difficulties like this, get in touch and let us know.

Have you had a negative experience?

If you have, there are a few ways we might be able to help.

To make it a bit easier for you to raise concerns if you're not receiving the care or treatment you should be, we've produced [template letters](#) you can edit to send to your health board. You can download the documents from our website and send it to the relevant contact from the list below.

If you would like us to help you with this, or act as an advocate, we'd be more than happy to help. You can request advocacy and other ongoing support through our website using the '[Request Support](#)' button, or by calling us on 0300 3023670.

You can also email us at support@umbrellacymru.co.uk or text us on 07860039527 (this is a text only number).

We also offer support using BSL which you can request using our online form, or by sending us an email.

Aneurin Bevan University Health Board

Website

Medical Director

Paul Buss – paul.buss2@wales.nhs.uk (email)

Complaints Team

Customer Contact Centre - 01495 745 656

Email - Puttingthingsright.ABHB@wales.nhs.uk

Download a form - [Raising a Concern Form](#)

Write to the Chief Executive

Judith Paget
Chief Executive
Aneurin Bevan University Health Board
St Cadoc's Hospital
Lodge Road
Caerleon, Newport
NP18 3XQ

Support with concerns – Community Health Council

The Advocacy Service
Aneurin Bevan Community Health Council
Raglan House
6-8 William Brown Close
Llantarnam Business Park
Cwmbran
NP44 3AB

Call - 01633 838516

Email - enquiries.aneurinbevanchc@waleschc.org.uk

Website - www.patienthelp.wales.nhs.uk/gwent

Abertawe Bro Morgannwg University Health Board

Website

Medical Director

Hamish Laing – hamish.laing@wales.nhs.uk (email)

Complaints Team

Complaints Department - 01639 683363 / 01639 683316

Email - ABM.complaints@wales.nhs.uk

Write to the Chief Executive

Tracy Myhill
Chief Executive
Abertawe Bro Morgannwg University Health Board
1 Talbot Gateway,
Baglan Energy Park,
Baglan
Port Talbot,
SA12 7BR

Support with concerns – Community Health Council

Community Health Council
First Floor
Cimla Hospital
Cimla
Neath
SA11 3SU

Call - 01639 683490

Email - office@communityhealthcouncil.org.uk

Cardiff and Vale University Health Board

Website

Medical Director

Graham Shortland – graham.shortland@wales.nhs.uk (email)

Complaints Team

Concerns Department - 029 2074 4095 / 029 2074 3301

Email - concerns@wales.nhs.uk

Download a form – [Concerns Form](#)

Write to the Chief Executive

Len Richards
Chief Executive
Cardiff and Vale University Health Board Headquarters
University Hospital of Wales (UHW)
Heath Park
Cardiff
CF14 4XW

Support with concerns – Community Health Council

Community Health Council Offices
Unit 3, Pro-Copy Business Centre
Parc Tŷ Glas
Llanishen
Cardiff
CF14 5DU

Call - 02920 750112

Email: CAVOG.chiefofficer@waleschc.org.uk

Hywel Dda University Health Board

Website

Medical Director

Phil Kloer – phil.kloer@wales.nhs.uk (email)

Complaints Team

Concerns Team - 0300 0200 159

Email - hdhb.patientsupportservices@wales.nhs.uk

Write to the Chief Executive

Steve Moore
Chief Executive
Hywel Dda University Health Board
Corporate Offices
Ystwyth Building
St David's Park
Job's Well Road
Carmarthen
Carmarthenshire
SA31 3BB

Support with concerns – Community Health Council

Call - 01646 697610

Email - hyweldda@waleschc.org.uk

Carmarthenshire Local Committee, Suite 5, First Floor, Ty
Myrddin, Old Station Road, Carmarthen, SA31 1BT
Call - 01646 697610

Ceredigion Local Committee, Welsh Government Building, Rhodfa
Padarn, Llanbadarn Fawr, Aberystwyth, SY23 3UR
Call - 01646 697610

Pembrokeshire Local Committee, Suite 18, Cedar Court, Haven's
Head, Milford Haven, Pembrokeshire, SA73 3LS
Call - 01646 697610

Cwm Taf University Health Board

Website

Medical Director

Kamal Asaad - kamal.asaad@wales.nhs.uk (email)

Complaints Team

Concerns Team - 01443 744800

Email - CTHB_Concerns@wales.nhs.uk

Write to the Chief Executive

Allison Williams
Chief Executive
Cwm Taf Health Board
Ynysmeurig House
Navigation Park
Abercynon
CF45 4SN

Support with concerns – Community Health Council

Concerns Advocates
Cwm Taf Community Health Council
Unit 10 Maritime Offices
Woodland Terrace
Maes-y-Coed
Pontypridd.
CF37 1DZ

Call - 01443 405830

Email - enquiries@cwmtafchc.org.uk

Betsi Cadwaladr University Health Board

Website

Medical Director

Evan Moore – evan.moore@wales.nhs.uk (email)

Complaints Team

Concerns Team - 01248 384194

Email - ConcernsTeam.bcu@wales.nhs.uk

Write to the Chief Executive

Gary Doherty
Chief Executive
Betsi Cadwaladr University Health Board
Ysbyty Gwynedd
Penrhosgarnedd
Bangor
Gwynedd
LL57 2PW

Support with concerns – Community Health Council

Email - admin@waleschc.org.uk

Bangor

Unit 11 Chestnut Court, Parc Menai, Bangor, Gwynedd,
LL57 4FH
Call - 01248 679284

Wrexham

Unit 1B and 1D Wilkinson Business Park, Clywedog Road South,
Wrexham, LL13 9AE
Call - 01978 356178

Powys Teaching Health Board

Website

Medical Director

Catherine Woodward - catherine.woodward@wales.nhs.uk

Complaints Team

Patient Experience / Concerns Team - 01874 712697

Email - concerns.qualityandsafety.POW@wales.nhs.uk

Complete form online – [Raising a Concern Form](#)

Write to the Chief Executive

Chief Executive
Powys Teaching Health Board
Glasbury House
Bronllys Hospital
Bronllys
Brecon
Powys
LD3 0LS

Support with concerns – Community Health Council

Email: enquiries.powyschc@waleschc.org.uk

South Powys

Powys CHC, 1st Floor, Neuadd Brycheiniog, Cambrian Way, Brecon,
Powys, LD3 7HR

Call - 01874 624206

North Powys

Powys CHC, Ladywell House, Newtown, Powys, SY16 1JQ

Call - 01686 627632