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|  | **This fact sheet is about:**  **Commissioned and Private Healthcare** |
|  | This is healthcare that is paid for by  the NHS. |
|  | **What do you do before you contact the Ombudsman?** |
| sent complaint | You must make a complaint to the provider of the service first. |
|  | Your Community Health Council (CHC) can help you make your complaint. |
|  | **What can the Ombudsman do?**  We can do something if: |
| NHS-Private_1024x1024 | Your health care was paid for by NHS Wales.  Your care could have been in a: | | |
|  | * Hospital or clinic in Wales. |
|  | * Private hospital. |
|  | * Private care home. |
|  | * UK hospital (outside Wales). |
|  | **What can’t the Ombudsman do?**  We cannot do anything if: |
| C:\Users\barod\AppData\Local\Microsoft\Windows\INetCacheContent.Word\Money_Broke-2.jpg | * you paid for the healthcare. |
| Pay-For-Care_1024x1025 | * an insurance company paid for   the healthcare. |
|  | **Things to think about** |
|  | You can find out who paid for your healthcare if you ask your Health Board. |
|  | The Ombudsman can tell the Care Provider what we think it should do if we think it has done something wrong. |
|  | **More information** |
| Computer-Laptop_Wales health | You can find your local Health Board Here:  [www.wales.nhs.uk/ourservices/directory](http://www.wales.nhs.uk/ourservices/directory) | |
| Computer-Laptop_citezens_Cymru Wales Board | Your **local Community Health Council (CHC)** can help you make  your complaint.  You can find your local CHC here: [www.patienthelp.wales.nhs.uk](http://www.patienthelp.wales.nhs.uk)  or on this helpline: 0845 6447814 |
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|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |