



HEALTH MATTERS

North Street
Calne
Wiltshire
SN11 0HH
Tel: 01249 812141
www.northlands-surgery.co.uk

OUR COMPLAINTS PROCEDURE:

Help Us Get It Right



Our aim is to provide the highest level of care for all our patients. We welcome concerns, compliments and complaints as valuable feedback that can help us learn from experiences and make improvements to services we commission. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** because this will enable us to establish what happened more easily.

Alison Ingham (Practice Manager) or Zara Lane (Patient Services Manager) will be pleased to deal with any complaint. They will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint **in person** or **in writing** - some complaints may be easier to explain in writing. Please give as much information as you can, then send your complaint to the practice.

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

A copy of our Complaints Procedure is available on our website or at Reception.

A BIG Thank You to everyone who took part in our Annual Patient Survey, 2017-18
We received 683 responses ~ FANTASTIC!
The results will be discussed at the next PPG Meeting on Friday 9th February 2018 at 12 pm
~ All Welcome~

Opening Times:

Visit the Surgery Monday to Friday:
8.30am - 6.00pm
Or telephone between:
8.30am - 5.30pm

Surgery Times (by appointment):

Monday and Wednesday
8.30am - 12.25pm
2.30pm - 5.40pm
6.30pm - 8.00pm

Tuesday, Thursday and Friday
8.30am - 11.30am
2.30pm - 5.40pm

Out of Hours Service: I I I

Our Doctors:

Dr R Leach MA BM BCh MRCP DRCOG
Dr E Tully MB BCh BAO DFRSH MRCP
Dr N Ware MB BS BSc DRCOG MRCP
Dr J Dalton BM MRCP DFRSH DCH
Dr N Abel BM BS MRCP
Dr E Simons MB ChB DFFP
Dr C Paget MB BCh MRCP DFRSH

Trainees:

Dr K Bailes MBChB

Our Nurse Practitioners:

Advanced Nurse Practitioner Anita Peake
Nurse Practitioner Emily Davies



... to our patients that, when expecting a call from the surgery, our number is withheld.

Please do not block our number by accident.



Northlands Patient Participation Group (PPG)
invites you to our next Open Morning

SATURDAY, 24TH FEB 2018
10.00 - 11.30AM

Talk on

Bath, Swindon & Wiltshire
INTEGRATED URGENT CARE
SERVICE

by

Sally Powderly, Medvivo



*We are also incorporating a **Carers' Coffee Morning** into the above - please come along to meet other Carers and Helen Gough from Wiltshire Carer Support*

Please RSVP to Northlands Surgery on 01249 812141 or by email to zara.lane@nhs.net if you would like to join us