



# HEALTH MATTERS



**A BIG Thank You from Northlands and our PPG to everyone who took part in our Annual Patient Survey, 2018-19 We received nearly 500 responses ~ *FANTASTIC!***

**The results were discussed at our PPG Meeting on Friday 8th February 2019 and we are now working on our Annual Patient Survey Report to be published, as usual, during March. In the meantime, our PPG has set up a working group to address the survey's findings and, over the coming months will feedback via the Newsletter and on the PPG noticeboard in our lobby.**

**“Live Well - Die Well”**

**The Patient Participation Group warmly invites you to our next Patient Open Morning on:**

**Sat, 18th May, 2019  
10.00am - 12.00pm**



*More details in next month's Newsletter*

North Street  
Calne  
Wiltshire  
SN11 0HH  
Tel: 01249 812141  
[www.northlands-surgery.co.uk](http://www.northlands-surgery.co.uk)

#### Opening Times:

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

#### Surgery Times (by appointment):

Monday, Wednesday and Thursday  
8.30am - 12.30pm  
2.00pm - 6.00pm  
6.30pm - 8.00pm

Tuesday and Friday  
8.30am - 12.30pm  
2.00pm - 6.00pm

#### Out of Hours Service: 111

#### 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  
Dr T Chambers BSc MBChB DRCOG  
Dr K Bailes MBChB

#### Trainees:

Dr G Pearson MBChB

#### Our Nurse Practitioners:

Advanced Nurse Practitioner Anita Peake  
Nurse Practitioner Emily Davies



**Please note that that Child Immunisation Clinics are now held on Wednesday mornings**

*When you have finished reading the Newsletter, please leave it in the Waiting Room for others to read. Thank you.*

# 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.***



If you're a smoker, stopping smoking is the single most important step you can take to protect the health of your heart. Contact the surgery to book an appointment with Amanda, our Stop Smoking Practitioner, TODAY!