



Wyvern Health

**HOW TO LET US KNOW IF YOU HAVE
ANY CONCERNS OR WISH TO
COMPLAIN**

OLD TOWN SURGERY

Curie Avenue
Swindon
Wiltshire
SN1 4GB

Tel: 01793 616057

Website: oldtownsurgery.nhs.uk



HOW TO REPORT A COMPLAINT

If you are in anyway unhappy with the service we have offered, we welcome the opportunity to discuss this with you and offer an explanation or investigate further. You can complain by :

- **Telephone** – please contact the surgery and ask to speak to the Operation Manager Kerry Spencer
- **Writing** – please address the letter to the Operations Manager Kerry Spencer
- **Email** – please address email to the Operations Manager Kerry Spencer via ots@nhs.net

The reception team will forward email onto the Practice Manager.

- **Meeting** – a time can be made for you to meet with the Operations Manager Kerry Spencer and/or a doctor. This will normally be within four working days.

YOU HAVE THE RIGHT TO COMPLAIN TO THE PRACTICE OR TO NHS ENGLAND

How will your complaint be dealt with at the practice?

At Old Town Surgery, we will handle your complaint in a positive and friendly way.



We will acknowledge your complaint within three working days, investigate your complaint thoroughly and respond in writing within 3 months from the date of the initial complaint. If we cannot give you a full reply we will tell you when we can.

We will offer you an opportunity to speak to the Practice Manager about your complaint or if you prefer, to speak to a doctor.

We will discuss your complaint at a Wyvern Health Meeting and our annual review of complaints so that we may learn and improve our service. You can request for us not to do this if you would prefer.

To contact NHS England:

By post:

NHS England
PO Box 16738
Redditch
B97 9PT

By email:

england.contactus@nhs.net

By telephone:

0300 311 22 33 (Mon to Fri 8am – 6pm)



DO YOU NEED HELP MAKING YOUR COMPLAINT?

If you would like help or support in making your complaint you might like to ask someone in your family or a friend to help you. We would welcome a family member or a friend attending with you to make your complaint, or if you are making your complaint in writing, they may be able to help you put your points together.

Please note the practice must ensure strict adherence to the rule of medical confidentiality. We therefore cannot provide confidential information without appropriate authority if you are not the patient in question.

WHAT TO DO IF YOU ARE STILL NOT SATISFIED

You also have the right to ask the Parliamentary and Health Service Ombudsman to undertake an independent investigation of your complaint. You can contact them at the following address:

By post:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

By email:

phso.enquiries@ombudsman.org.uk

By telephone:

0345 015 4033