



HEALTH MATTERS

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.

PATIENT PARTICIPATION GROUP 2021-22 PATIENT SURVEY

A BIG Thank You to everyone who took part in our Annual Patient Survey, 2021-22. The results will be discussed at the next PPG Meeting and will be reported back via future Newsletters.

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

Covid Working: in line with NHSE guidelines, we are not currently offering evening appointments. Patients should only attend the surgery if they have an appointment and are kindly requested to wear a face covering (unless exempt) and follow our one-way system through the surgery. Thank you for your help with this.

Opening Times:

Visit the Surgery Monday - Friday:
8.30am - 6.00pm

Or telephone between:

8.30am - 5.30pm

Or 24/7 via Online Access to make/cancel appointments, order repeat prescriptions, access your medical record etc at a time to suit you.

Surgery Times (by appointment):

Monday - Thursday

8.30am - 12.30pm

2.00pm - 6.00pm

6.30pm - 8.00pm

Friday

8.30am - 12.30pm

2.00pm - 6.00pm

Out of Hours Service: I I I

Our Doctors:

Dr R Leach MA BM BCh MRCP DR COG

Dr E Tully MB BCh BAO DFRSH MRCP

Dr N Ware MB BS BSc DR COG MRCP

Dr J Dalton BM MRCP DFRSH DCH

Dr N Abel BM BS MRCP

Dr T Chambers BSc MBChB DR COG MRCP

Dr L Beynon BM DCH DR COG DFFP MRCP

Trainee:

Dr E Burke MB BCh

Dr D Jayaweera MB BS

Dr H Leaver BM BS

Our Nurse Practitioners:

Advanced Nurse Practitioner Anita Peake

Nurse Practitioner Kathy Lenahan

Our Practice Pharmacists:

Stephen Inns MRPharmS

Katy Griffin, Pharmacy Technician

Our Care-Coordinator:

Steph Coulson

Our Community Connectors:

Liz Denbury

Veronica Shaw

Our First Contact Physios:

Tom Hirst

Jenny McCullough



Your chance
for a total reset.

GET YOUR YOU BACK.



DRY JANUARY®



Download the free **Try Dry** app to double your
chance of a totally alcohol-free month.

www.dryjanuary.org.uk

Alcohol Change UK is the operating name of Alcohol Research UK.
Registered office 27 Swinton Street, London WC1X 9NW. Registered charity number 1140287.
Company limited by guarantee in England and Wales number 7482605.



DRY JANUARY®
by Alcohol Change UK