**HAVE YOU ANY- COMPLIMENTS?**

**COMMENTS?**

**CONCERNS?**

**COMPLAINTS?**

We aim to provide patients with the best care we can. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it.

We would encourage you to speak to whoever you feel most comfortable with – your doctor, nurse, a receptionist or a manager – but if you would prefer to give your feedback in writing, please send it to

**Dr Ian Williams Registered Practice Manager**

**Southbroom Surgery, Estcourt Street, Devizes, SN10 1LQ**

You can also send a message via the practice website : [southbroomsurgery@nhs.net](mailto:southbroomsurgery@nhs.net)

**Additional information**

If Patients don’t wish to complain direct to the practice, then the route in the first instance should be **NHS England.**

If you are not happy with the response from NHS England then the next step is to contact the Health Service Ombudsman. Please see contact details below for **NHS England**.

Email – [England.contactus@nhs.net](mailto:England.contactus@nhs.net) type in the Subject tab “for the attention of the complaints team”

Helpline 0300311 2233 – Customer Care Centre

**NHS Choices for complaints to other NHS organisations**

Website: [www.nhs.uk/nhsengland/complaints](http://www.nhs.uk/nhsengland/complaints)