

PATIENT FEEDBACK & COMPLAINTS

Your feedback is important because it helps us to improve

We will:



Establish the full circumstances of your complaint



Make arrangements for you to discuss the problem with us



Identify what we could do to prevent the problem occurring again

You are able to:

- ✓ Give a compliment
- ✓ Give positive feedback
- ✓ Give negative feedback
- ✓ Make a complaint



PLEASE TAKE A COPY OF OUR COMPLAINT LEAFLET FOR MORE INFORMATION AND LINKS TO OTHER ORGANISATIONS WHO CAN HELP YOU

If you wish to raise a concern, please speak to a **member of staff**
If you wish to make a formal complaint, please contact **the Practice Manager**
You can also make a complaint to **NHS England** by calling **0300 311 22 33**