

# Living Well Partnership

Bitterne Park • Botley • Harefield • Ladies Walk • Midanbury • St Lukes • Weston Lane

## Feedback and Complaints Form

We always try to provide you with the best service possible but there may be occasions when you feel that this has not happened or you may wish to highlight areas where you think we are doing well.

### Feedback

We value your feedback as it enables us to identify improvements to our service. If you would like to provide us with feedback, good or bad, you can:

- complete this form and hand it in at the front desk;
- speak to a member of staff, usually the Reception and Site Lead;
- complete the 'Friends and Family Test' on our website or use NHS Choices; or
- via automated text message following a consultation (applicable sites only).

### Complaints

We hope that if you're unhappy with the care or service you have received, you will give us the opportunity to investigate and where necessary, to put right, any problems you have identified or mistakes that have been made. In most cases, problems can be resolved quickly and easily, often at the time they arise, **by discussing your concerns with us.**

If your problem cannot be resolved in this way, you may wish to make a complaint by:

- completing this form and handing it in at the front desk;
- sending a letter or email to your registered practice, addressed to our **Patient Services Manager.**

Our Patient Services Manager will acknowledge receipt of your complaint within three working days, following which an investigation may be conducted. For more information, please see our complaints policy.

### Help with your complaint

If you feel you cannot raise your complaint with us, you can contact **NHS England** on 0300 311 22 33, [england.contactus@nhs.net](mailto:england.contactus@nhs.net) (please write 'For the attention of the complaints team' in the subject line), or by post at NHS England, PO Box 16738, Redditch, B97 9PT.

If you have a complaint about the **111 / Out of Hours Service**, please contact the relevant Patient Experience Service directly. For St Luke's & Botley patients, call 0800 456 1633, email [WHCCG.yourfeedback@nhs.net](mailto:WHCCG.yourfeedback@nhs.net) or write to Patient Experience & Complaints, West Hampshire CCG, Omega House, 112 Southampton Road, Eastleigh, SO50 5PB. For all other Southampton patients, call 023 8029 6066, email [SOCCG.patientexperienceservice@nhs.net](mailto:SOCCG.patientexperienceservice@nhs.net) or write to NHS Southampton CCG, Oakley Road, Southampton, SO16 4GX.

If you remain dissatisfied after receiving a response to your complaint, you can contact the **Parliamentary & Health Service Ombudsman** on 0345 015 4033, [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or by post at Millbank Tower, Millbank, London, SW1P 4QP.

For independent advice on how to make a complaint, please call **Healthwatch England** on 03000 68 3000 or visit [www.healthwatch.co.uk](http://www.healthwatch.co.uk) for details of your local service.

Bitterne Park Surgery  
Thorold Road  
Southampton  
SO18 1HZ  
Tel: 02380 676809

Ladies Walk Practice  
90 Thornhill Park Road  
Southampton  
SO18 5TS  
Tel: 02380 462492

St Lukes Surgery  
St Lukes Close  
Southampton  
SO30 2US  
Tel: 01489 783422

Weston Lane Centre for Healthy Living  
Weston Lane  
Southampton  
SO19 9GH  
Tel: 02380 449913

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## Feedback and Complaints Form

Name: .....

Address:.....

..... Telephone No:.....

**Feedback / Complaint** *(Please circle as appropriate)*

**Details:**.....

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Signature:..... Date:.....

<p><b><i>For Office Use</i></b></p> <p>Date Received:</p>
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Thank you.