



HEALTH MATTERS

Thank You



*A BIG Thank You
from the Partners
and Staff at
Northlands for all
your Xmas cards,
gifts and good
wishes*

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), Zara Lane (Patient Services Manager) or Diane Sibbick (Reception Supervisor) 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.

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

Covid Working:

We continue to ask patients to wear face masks to protect themselves and others when attending for appointments at the surgery. We are unable to supply these and ask that you bring your own.

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: |||

Our Doctors:

Dr R Leach MA BM BCh MRCPG DRCOG

Dr E Tully MB BCh BAO DFRSH MRCPG

Dr N Ware MB BS BSc DRCOG MRCPG

Dr J Dalton BM MRCPG DFRSH DCH

Dr N Abel BM BS MRCPG

Dr T Chambers BSc MBChB DRCOG MRCPG

Dr P Milsom MBBS MRCPG DFFP DRCOG

DMH

Dr L Garnham MB ChB

Dr J Burton MB ChB

Trainees:

Dr C Isaac MB MS

Dr K Chatar MD Dr M Sayal BM BS

Our Nurse Practitioners:

Advanced Nurse Practitioner Anita Peake

Advanced Nurse Practitioner Charlotte King

Nurse Practitioner Kathy Lenehan

Our Pharmacy Techs:

Katy Griffin Sharon Hunt

Our Care-Coordinator:

Steph Coulson

Our Community Connectors:

Liz Denbury Veronica Shaw

Our First Contact Physio:

Tom Hirst

Prescription Ordering
Direct Service
Tel: 0333 332 0050

CELEBRATING
Age Wiltshire

Carers & Cared for Christmas Party



THANKS TO EVERYONE WHO HELPED NORTHLANDS SURGERY AND PATFORD HOUSE PARTNERSHIP MAKE THIS A LOVELY PARTY.

SPECIAL THANKS FOR BAKKAVOR DESSERTS FOR PROVIDING THE TASTY CAKES

