

Swan Medical Group
**Compliments, Comments,
Complaints or Concerns to enable
improvements of NHS services**
Easy Read Guide



Copies of this leaflet are available in braille,
large print and audio format on request:



Telephone:

Swan Surgery - 01730 264011

Liphook Village Surgery - 01428 728 270

Liphook Station Road Surgery – 01428 724768

Liss Surgery – 01730 892262

Riverside Surgery – 01730 892412

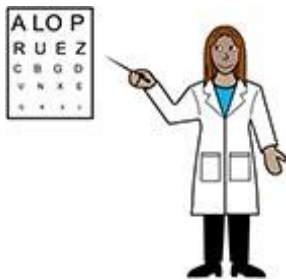


Email: hiowicb-hsi.swanmedicalgroup@nhs.net

If your comment involves a...



GP (doctor)



Optician (eyes)



Pharmacy (tablets/injections)



Dentist (teeth)

Contact for the local complaints board:



Phone number: 0300 561 2561

Email address: hiowicb-hsi.patientexperience@nhs.net



Tell us your views...

If you want to **make a comment...**



Or, **thank NHS staff...**



Or, if you are **unhappy about something...**



Or, just ask a **question...**



Writing a letter to:
Swan Medical Group
Swan Surgery
Swan Street
Petersfield
GU32 3AB



Hampshire
Advocacy may be
able to help you with
advice or support...



Telephone: 02380 783715



Email: hello@hampshireadvocacy.org.uk.



On the website: <http://hampshireadvocacy.org.uk/>

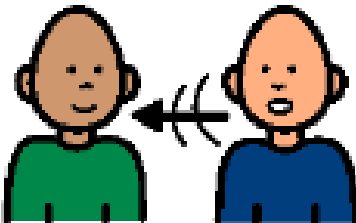
What happens if I complain?



You will not be seen as a troublemaker.
We want to help put things right for you!



We will contact you within 3 working
days of receiving the complaint.



We will discuss your complaint with you
and agree with you how we will look into
your complaint.



We will tell you what we will do and
when.
We will not give your personal details to
anyone if you do not want us to.



After your complaint has been fully investigated, we will send you a written response.

What happens if I'm still unhappy?



If you are still unhappy you can complain to the Health Service Ombudsman.



Telephone: 0345 015 4033



Website: <https://www.ombudsman.org.uk>



Writing a letter to:
The Parliamentary and Health Service
Ombudsman
Millbank Tower
30 Millbank, London
SW1P 4QP



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<http://www.easyonthei.nhs.uk>