

THE ORCHARD PARTNERSHIP

Patient Complaints and Feedback

Till Orchard Surgery | Cherry Orchard Surgery | Old Orchard Surgery | Spring Orchard Surgery

We want to hear from you. If something has not gone as expected, please tell us — we will listen, investigate and use your feedback to improve our care. Raising a concern will **never** affect the quality of care you receive.

Step 1 — Talk to Us in Person First

The simplest and quickest way to resolve most concerns is to speak to any member of our team at your surgery. Our colleagues are empowered to listen and help — often a concern can be sorted out there and then, without any formal process needed.

You can also call us:

- Till Orchard Surgery, Shrewton — 01980 620259
- Cherry Orchard, Codford — 01985 850298
- Old Orchard Surgery, Wilton — 01722 744775
- Spring Orchard Surgery, Fovant — 01722 714749

Step 2 — Make a Formal Complaint

If you are unable to resolve your concern informally, you have the right to make a formal complaint. Please do so within 12 months of the event.

Send your complaint to:

Email (preferred): bswicb.topfeedback@nhs.net

Post: The Complaints and Feedback Manager
The Orchard Partnership
Old Orchard Surgery, South Street
Wilton, Salisbury, Wiltshire, SP2 0JU

Please include your name, contact details, DOB, NHS number (if known) and a clear description of your concern.

What We Will Do

1. Acknowledge your complaint within 3 working days
2. Inform you of a timescale for our full response
3. Investigate — reviewing records and speaking to those involved
4. Send you a full written response within 40 working days

If the investigation takes longer than expected, we will let you know and keep you updated throughout.



If You Are Not Satisfied

If you are unhappy with our response, you have the right to contact the Parliamentary and Health Service Ombudsman (PHSO) — a free and independent service.

Parliamentary and Health Service Ombudsman (PHSO)

Millbank Tower, Millbank, London, SW1P 4QP

Tel: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Note: if you receive no response from us within 6 months, you may also contact the PHSO at that stage.

Free Independent Support

You can get free, independent and confidential help to make your complaint from The Advocacy People:

The Advocacy People

PO Box 375, Hastings, East Sussex, TN34 9HU

Tel: 0300 343 5733

Email: info@theadvocacypeople.org.uk

Who Can Complain?

- You can complain about your own care
- You can complain on behalf of someone else with their written consent
- If the patient cannot give consent (due to illness or incapacity), please explain this in your complaint

Give Us Your Feedback

You can also share general feedback by:

- Completing the NHS Friends and Family Test (available at reception)
- Leaving a review at www.nhs.uk
- Emailing us: bswicb.topfeedback@nhs.net

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