

Compliments, Comments, Complaints or Concerns to enable improvements of NHS services

EasyRead Guide



Copies of this leaflet are available in, large
print on request:



Telephone: 02392 592138



Email: SEHCCG.horndeansurgery@nhs.net

If your comment involves a...



GP (doctor)



Optician (eyes)



Pharmacy (tablets/injections)

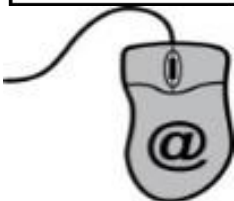


Dentist (teeth)

Contact NHS England:



Telephone: 0300 3 11 22 33



Email: England.contactus@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...**



Telephone: **02392 592138**



Email: **SEHCCG.horndeasurgery@nhs.net**



Website: **www.horndeansurgery.co.uk**



Writing a letter to: The Practice
Manager
Horndean Surgery
Blendworth Lane
Horndean
PO8 0AA



**Hampshire
Advocacy**
Community Interest Company

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



Telephone: 02380 776657



Email: info@hampshireadvocacy.org.uk.

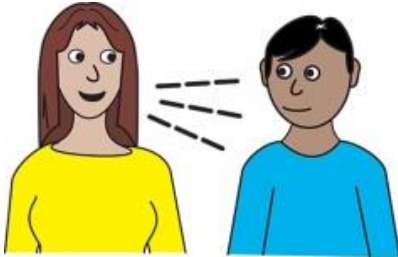


On the website:
<http://hampshireadvocacy.org.uk/>

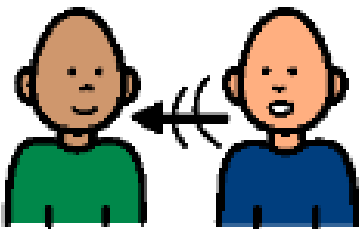
What happens if I complain?



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: www.ombudsman.org.uk



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



Hampshire Advocacy offer advocacy services.



Telephone: 02380 776657



Email: info@hampshireadvocacy.org.uk.



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

Our Thanks to Easyonthei for use of their images
<http://www.easyonthei.nhs.uk>