

Have Your Say



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**THE BRADFORD ON AVON &
MELKSHAM HEALTH
PARTNERSHIP**

Have Your Say!

Did you know you are able to get involved or provide feedback to the surgery in the following ways?



December 2015

Patient Participation Group (PPG)

The PPG is a group of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the surgery. The dates of future meetings are advertised in the surgery and on the website. All patients are welcome to attend!

Patient Voice E-mail Group

For those patients who are unable to attend a Patient Participation Group Meeting the surgery has set up a virtual patient representation e-mail group so that patients can still get involved and have their say. To join in simply complete the PPG joining form.

Suggestion Box (incorporating the Friends & Family Test)

Suggestion boxes are available in the waiting room for patients to provide anonymous praise or feedback and to let us know if they would recommend the surgery to their friends or family. The PPG collate these slips on a monthly basis for the Practice to review, action & comment.

Patient Surveys

During the year surveys are made available for patients to complete. These can be found on the 'patient survey' section of the website. All surveys are available for patients to complete in the waiting room & on the website and the results of each one is posted on the website.

On-line

There is a form on the Practice website for patients to provide comments and feedback. All comments made will receive a response from the surgery. The feedback form can be found on the 'contacts tab' of the Practice website www.boamhp.co.uk

If you use the on-line service to book appointments or order your prescriptions and have a problem, send an e-mail to boamhp.onlinehelp@nhs.net and you will receive a prompt response.

In Person/on the Telephone

If you would prefer to speak to a member of the Practice team to share your comments, feedback or to make a complaint please ask to see or speak to Sarah Smith (01225 898491) or Debbie Hyatt (01225 866611).

Formal Written Complaints

The Practice does its best to provide the best standard of care at all times but accept that sometimes patients or their relatives may feel a need to complain. Written complaints will always receive a timely response and can be addressed to Michelle Coleman, General Manager.

Praise!

Don't forget to let us know when things go well, by using any of the options listed here! The Practice aim to provide an excellent service and knowing when we've 'got it right' will guide us with future service developments.

More information?

For more information about any of these options, please pick up the relevant information leaflets, visit the notice boards in the waiting room, go to the Practice website www.boamhp.co.uk or ask for more information at Reception!

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