

THE ORCHARD PARTNERSHIP

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



Complaints and Feedback Policy

For patients and the public | Version 1.0 | May 2026

Our Commitment

The Orchard Partnership is committed to providing safe, compassionate and high-quality primary care to all patients across our four surgeries in Shrewton, Codford, Wilton and Fovant. We genuinely value all feedback — both positive and constructive — because it helps us to understand what we are doing well and where we can improve.

We acknowledge that sometimes things do not go as expected. When that happens, we want to hear from you. We will listen carefully, investigate thoroughly, respond honestly, and use what we learn to improve our services.

Raising a complaint will not affect the quality of care you receive. We will always treat you with the same courtesy and respect.

Step 1 — Talk to Us First

Most concerns can be resolved quickly, sensitively and informally — often at the time they arise and without any need for a formal process. If something has not gone as you expected, we encourage you to speak to any member of our team in person at the surgery. Our staff are empowered to listen and to help, and this is usually the quickest and most effective route to a resolution.

You may also contact us by telephone if you prefer:

- 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 — Making a Formal Complaint

If your concern cannot be resolved informally, or if you would prefer to make a formal complaint, you have the right to do so. Formal complaints are handled centrally by our Complaints and Feedback Manager, based at Old Orchard Surgery in Wilton.

Please note that formal complaints should be submitted within 12 months of the incident, or within 12 months of you becoming aware of the cause for complaint. In exceptional circumstances this timescale may be extended.

How to Submit a Formal Complaint

We ask that formal complaints are submitted in writing where possible, as this helps us to investigate your concerns accurately and keep a clear record. The preferred method is by email:

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



If you are unable to submit your complaint in writing, you may raise it verbally in person or by telephone and we will record the details on your behalf.

When submitting a complaint, please include your name, contact details, NHS number if known, and a clear description of the concern you are raising.

What Happens Next

Once we receive your formal complaint, we will:

1. Acknowledge it within 3 working days, confirming who is handling it and informing you of a timescale for our response
2. Investigate — we will review the relevant records, speak to the staff involved, and consider the matter carefully from your perspective
3. Respond in writing within 40 working days of receiving your complaint (or within a longer timescale if one has been agreed with you). Our response will explain what we found, acknowledge honestly if something went wrong, and describe any changes we have made as a result

If the investigation is likely to take longer than expected, we will contact you to explain why and give you a revised timescale. We will keep you updated throughout.

Where appropriate, we may also invite you to a resolution meeting to discuss the matter in person.

If You Are Not Satisfied with Our Response

If you remain unhappy following our formal response, you have the right to escalate your complaint to the Parliamentary and Health Service Ombudsman (PHSO). The PHSO provides a free, independent service and investigates NHS complaints that have not been resolved locally.

Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London, SW1P 4QP

Tel: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Please note: if you receive no response from us within 6 months of submitting your complaint, you may also contact the PHSO at that stage.

Free Independent Advocacy Support

You do not have to navigate the complaints process alone. Free, confidential and independent advocacy support is available to help you at any stage:

The Advocacy People

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

Tel: 0300 343 5733

Email: info@theadvocacypeople.org.uk

Who Can Make a Complaint?

You can make a complaint about your own care. If you wish to complain on behalf of someone else, you will need their explicit written consent, unless they are unable to provide this due to illness or incapacity, in which case you should explain the circumstances in your complaint.

Please note that you cannot make a formal complaint to both the practice and BSW ICB (our commissioner) about the same matter at the same time.



Giving Feedback

If you would like to leave general feedback rather than make a formal complaint, we would love to hear from you. You can:

- Complete the NHS Friends and Family Test — forms are available at reception
- Leave a review on the NHS website: www.nhs.uk
- Email us at: bswicb.topfeedback@nhs.net

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