

## **PATIENT SUGGESTION/COMPLAINT FORM**

**Court Thorn Surgery is committed to giving the best possible service to its patients**

If for any reason you are unhappy with the service you have received and would like to complain, or alternatively, make a suggestion on how our service could be improved, please fill in details below.

If you would like to remain anonymous, it is not necessary to fill in your name, address and telephone number.

Name:

Address:

Telephone Number:

Date:

**NATURE OF THE COMPLAINT/SUGGESTION FOR CHANGE**  
**(Please delete as necessary)**

**HOW COULD WE HAVE AVOIDED THIS COMPLAINT?**  
**HOW WOULD YOU LIKE THE SERVICE IMPROVED?**  
**(Please delete as necessary)**

Please return any complaints/suggestions in the first instance to the appropriate department manager:

Administration :	Diane Robertson (Office Manager)
Dispensary:	Carolyn Philippson (Dispensary Manager)
Nursing:	Sarah Paterson (Senior Practice Nurse)
Clinical	Dr Sutton/Jennie Sutton (Practice Manager)

Return by post to:

Court Thorn Surgery, Low Hesket, Carlisle, Cumbria, CA4 OHP  
or put into the suggestion box in the waiting room

**PLEASE BE ASSURED THAT ANY COMPLAINT WILL NOT AFFECT  
YOUR HEALTHCARE AT COURT THORN SURGERY**