



Dr David Cooksey  
Dr Elisabeth Henderson  
Dr M Charles Holt  
Dr Kirsty Robinson  
Dr Bethan Williams

## **Making a complaint to the practice**

We are sorry that you feel that our service has not met your expectations. We hope that we can resolve the matter satisfactorily at a local level.

If you wish to make a formal complaint to the Practice, this should be done preferably in writing. It will be easier for us to deal with your complaint if it is made in writing, particularly if we need to look into any aspects in more details. Please ensure you include your postal address and/or your email address to send the reply to and a daytime contact telephone number in case there are any points that require clarification. You will receive an immediate acknowledgement from the Practice. The Practice will investigate your complaint promptly and reply to you as soon as possible.

If you prefer not to put your complaint into writing, please contact our Practice Manager to arrange an appointment at a convenient time for both parties and we will ensure that there is appropriate time assigned to discussing your complaint.

## **Where should I send my complaint?**

A matter or a person at the GP practice:-

The Practice Manager  
Eyemouth Medical Practice  
The Health Centre  
Houndlaw Park  
Eyemouth  
TD14 5DD

Telephone: 018907 50599

Email: [Administration.EyemouthMedicalPractice@borders.scot.nhs.uk](mailto:Administration.EyemouthMedicalPractice@borders.scot.nhs.uk)

A service or a person at NHS Borders:-

Susan Cowe  
Feedback & Complaints Officer  
NHS Borders

Clinical Governance Support Team

[Borders General Hospital](#)

Huntlyburn  
Melrose  
TD6 9BS

Telephone 01896 826719

Email: [complaints.clingov@borders.scot.nhs.uk](mailto:complaints.clingov@borders.scot.nhs.uk)

## **The Scottish Public Services Ombudsman (SPSO)**

If the practice or NHS Borders has fully investigated your complaint and you are still not happy, you can ask the SPSO to consider it further.