



A new name  
for the  
Ombudsman

# MEMO of the week

Same role.  
New name.  
Time to  
update your  
practice  
information.



The Parliamentary and Health Service Ombudsman (PHSO) has changed its name to the

**Public Service Ombudsman**



**Public  
Service  
Ombudsman**

The **organisation's** role hasn't changed. It will continue to investigate complaints about the NHS in England, alongside government departments and other public bodies.



## A few jobs for this week...



### Update your practice complaints policy

Include the new name  
Public Service  
Ombudsman.



### Check your patient complaints leaflets and posters

Update any printed  
materials with the  
new name.



### Update your practice website

Search for references to  
the old name and amend  
text, links and contact  
details.



### Review templates and letters

Check any complaint  
response templates or  
standard letters you use.



### Check the contact details

Make sure the phone  
number, email address and  
any other contact details  
you provide are  
still current.



### Look for other references

Check across your  
practice information,  
including patient forms,  
posters, notices and  
online resources.

## Remember...

- ✓ New name:  
Public Service Ombudsman
- ✓ Same role
- ✓ Update your practice  
information
- ✓ Check contact details



### Find out more

Read the Ombudsman's information  
about the change of name:

[www.ombudsman.org.uk/new-name](http://www.ombudsman.org.uk/new-name)



Keeping your  
practice information  
up to date helps  
patients know where  
to go for support.

*Small changes make a big difference.*