

Greenfield Medical Centre

Annual Complaints review 21/22

Greenfield Medical Centre conducts an annual complaints review each year.

In summary

Every year the practice reviews complaints received during the year April – March at a practice meeting. We also discuss with the practice patient group (PPG) and display on the website usually completing by the end of May.

All individual complaints that are received by the practice are reviewed by the management team and doctors. From these discussions we are able to reflect on the issue (s) raised , and consider any learning points or actions that may be needed to ensure we are offering consistently high standards of care both clinically and non-clinical and where improvements may need to be made

Annually reviewing the complaints gives us the opportunity to identify any patterns or themes in complaints and reflect on changes made as a direct result of issues patients may have raised.

We are fortunate in having very few complaints at the surgery, and have been able to review the complaints this year at our practice meeting. This period of time reflects the time whilst we still operating in the pandemic and moving out into more normal operations.

Complaints are received in writing, by email and phone. Some are directed verbally at the clinicians and receptionists and some are received through NHS choices. Although not strictly complaints the NHS choices media gives valuable feedback and more often than not is used as a forum for the unhappy rather than the happy patient. Unfortunately most of these posts are anonymous and do not allow for a meaningful dialogue with the patient to further investigate any issues. We do however respond and invite patients to contact the surgery to discuss their issues further

Greenfield Medical Centre has 7100 patients. Formal written complaints this year = 5

The breakdown of these is as follows:-

- **. Complaints written in to the practice directly.**
- **We received 5 written complaints**
- **Clinical & Non clinical**

All of the complaints were responded to. As a practice we actively encouraged this course of action and are always happy to meet with our patients to resolve any issues or concerns.

Complaints to NHS England or other bodies We had one complaint that was copied into NHSE . This complaint was not upheld by the practice and no further action was taken.

Verbal Complaints

The “soft” complaints are taken as seriously as those formalised. The reception staff deals with many forms of “complaint” by patients over the year. These take the form of patients coming to the reception desk after having to wait for their appointment, issues around getting appointments, review dates on repeat prescriptions etc. The majority are dealt with immediately either by the staff member involved or the senior receptionist, and no further action is required at the time. However each staff member is asked to bring a complaint (if they have dealt with one) to the reception huddle meeting (weekly, if they feel further discussion should take place. On occasion the practice manager is asked to call back or speak to patients at the surgery either by the patient themselves or by Drs & staff. These are pre-empting complaints when a patient may have indicated that they are not happy with an aspect of the service, or the patient has requested.

Moving forward through 22/23 and the new normal that “COVID “has created within general practice will bring new challenges for patients and practice team. As we have moved into 22/23 we are starting to see the pressures and challenges on general practice which will undoubtedly impact to certain degree on patients and their satisfaction with the service available to them.. We hope that we will be able to continue to alleviate any concerns, address any issues and assure patients that the ethos of the practice is to deliver the highest standard of patient care at all times through these times.

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September 2022.