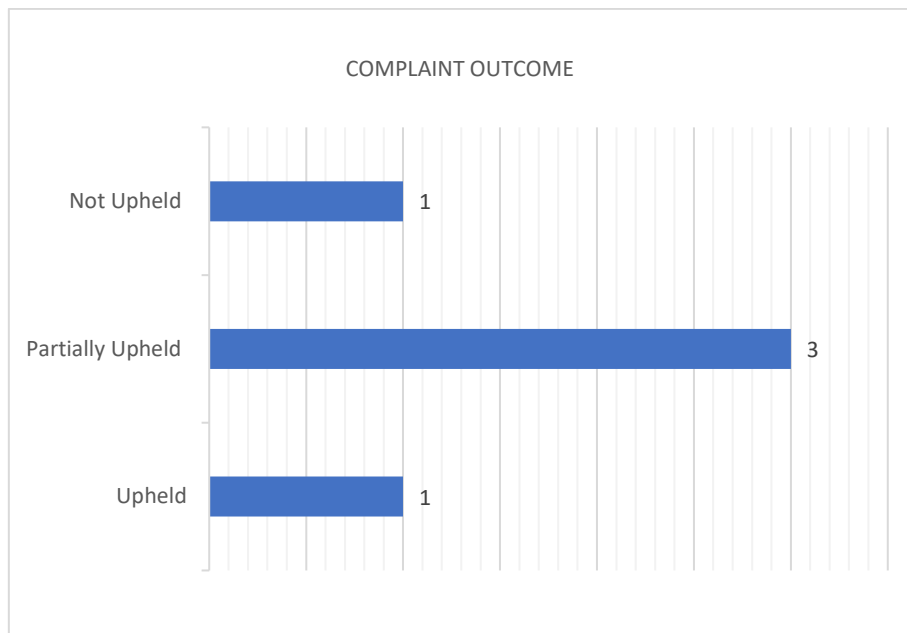


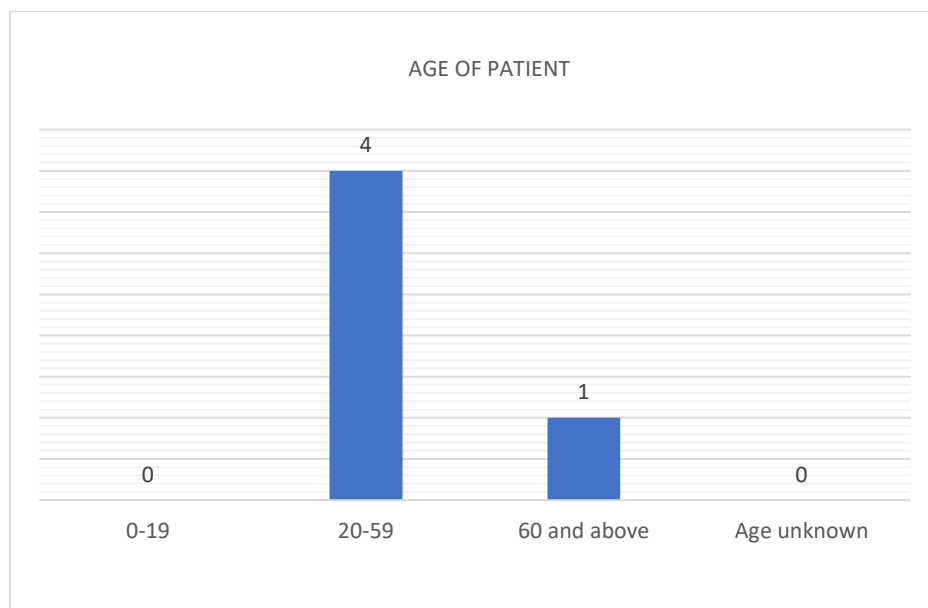
Complaints report 2022-2023

Total number of complaints 22/23: 5

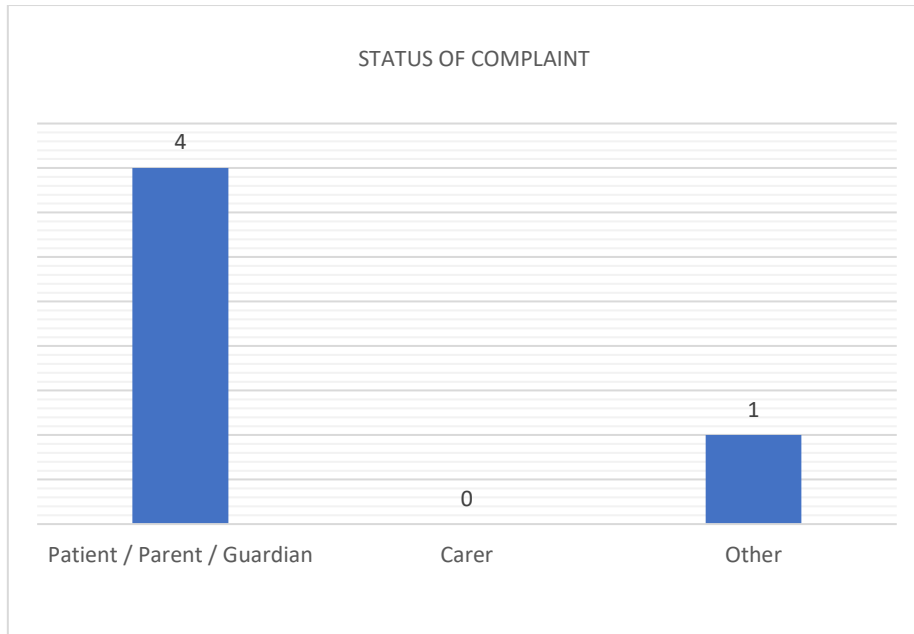
Complaint outcome



Age of Patient



Status of Complaint



Subject Area



Staff Group



1. In this year the practice received 5 formal complaints. As a result of upheld or partially upheld complaints relevant systems were reviewed and changes made where necessary. Examples include
 - a. We changed our telephone message to include more information about symptoms that are signs of a medical emergency. We list the symptoms and encourage the patient hang up and call 999 rather than speak to the practice. The list was expanded on the advice of GP partners due to feedback received.
 - b. We increased the number of staff answering the phone during the morning, reducing work in other areas until the afternoon.
 - c. We reviewed UTI referral guidelines with our whole team to ensure best practice.