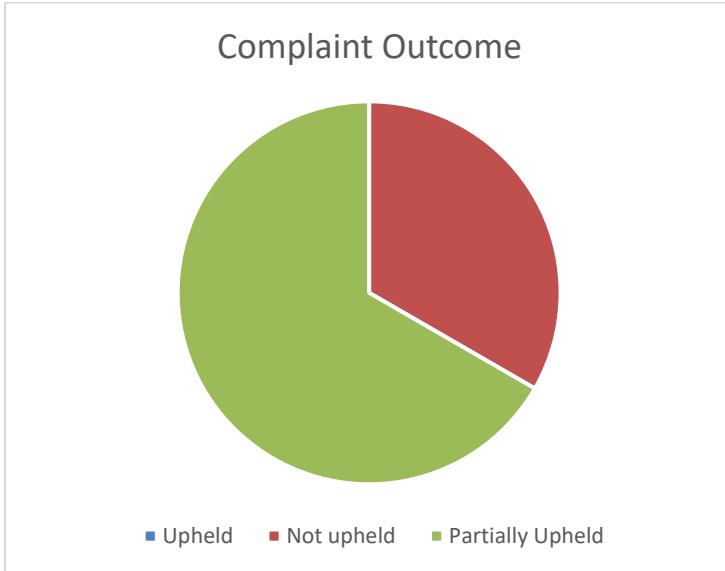


Complaints Report 23 - 24

Total number of formal complaints 2023 – 2024 = 9

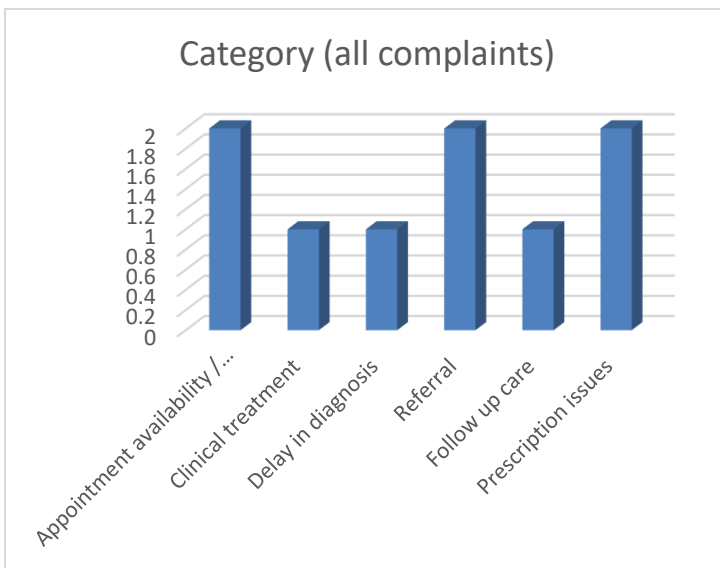


Age range:

0 – 19 years 1

20 – 59 years 7

60 and above 1



1. In 23/24 the practice received 9 formal complaints. Complaints are categorised by upheld, partially upheld or not upheld. Examples included:
 - a. Patients can benefit from a direct same day referral to a pharmacist appointment from our triage system. This is often more appropriate and quicker for patients than waiting for a GP appointment. We have improved the way we communicate this to patients.
 - b. We added a new leaflet to counselling processes prior to fitting of long-acting reversible contraception.
 - c. We reviewed FIT test processes as a team to ensure best practice.

Aside from patient complaints we acknowledge that many comments are made by patients about the service we provide. We receive very good 'friends and family scores' and we are grateful to patients who fill these in. Over 90% of responses rated us as 'very good' or 'good'. The most common concern we hear about is the lack of appointments and difficulty getting through to a GP. We have addressed these as much as possible in the following ways:

1. We have installed a new cloud-based telephony system. This calls patients back when there is a queue rather than them having to wait on the line for long periods. The data the system shows us also helps us to direct staff to the most appropriate call queue to reduce wait times. We have received lots of brilliant feedback from both staff and patients about this system.
2. We have continued to recruit as many GPs as we can and we will have two additional GPs starting in July and August 2024, as well as a new Doctor in Training (a qualified doctor who is specialising in GP).

Patients are very welcome to continue to make comments to the practice either by contacting us directly, asking reception for a comments form, or by asking to join in patient engagement events. Complaints leaflets are available in reception for those who would like to make a complaint.