

Annual Complaints Report 2025 – 2026

There were sixteen complaints during the reporting year. Of those, five were partially upheld and eleven were not upheld. Every complaint was investigated and the complainant received a response. When a complaint is partially upheld it means we have accepted some aspects of the complaint, but the investigation did not uphold every part of the complaint.

Key Learning Themes and Actions

We are unable to share detailed information on each complaint in this report because the practice is bound by confidentiality law. What we can do is share the learning points the practice took from the complaint investigations. The areas below are some examples from our action plan for 2026 – 2027.

- Strengthening communication with patients and relatives regarding referrals and management plans. We found that even when treatment was correct some patients or relatives felt we didn't communicate well. We are reflecting on these instances and will continue to learn in this area.
- Improving processing and coding of hospital and specialist correspondence. Audits show we are strong in this area, but we wish to continue to monitor and escalate any issues identified.
- Strengthening medicines reconciliation after hospital discharge.

The practice continues to use complaints as a source of learning and quality improvement. No significant themes of unsafe clinical practice were identified; actions focus primarily on communication, governance and administrative reliability.

Year-on-Year Comparison (2024/25 vs 2025/26)

Formal complaints increased from 11 in 2024/25 to 16 in 2025/26. Four of the 16 complaints arose from repeated complainants (when one patient raises more than one complaint), which should be considered when interpreting the increase. All complaints were resolved within the reporting period with no cases carried forward.

Age profile: 0-19 years increased from 1 to 3 complaints, 20-59 years from 7 to 9 complaints, and 60+ years from 1 to 4 complaints.

Patient concerns

In addition to complaints the practice received concerns. These are cases where an issue is raised and can be resolved quickly with the patient. Most concerns were about access to a GP appointment. During 2025 – 2026 we introduced a new triage system which improved access to the right clinician at the right time. It reduced the wait time for an appointment by 50%. We continue to review all concerns raised and feedback to patients directly. In 2026 – 2027 we plan to further develop our triage model, and we will share information with patients about that separately.

Patient Feedback

The practice collects patient feedback to help us improve our services. Feedback helps us to tell staff what we do well and what patients hope we can do differently. In 2025 – 2026 the feedback we received was overwhelmingly positive with most patients classing our service as 'very good' the highest possible category (75% in quarter 4). We are very proud of this score and hope to see it continue.