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Complaints and Compliments Report April 2013 – March 2014

Summary

The following report summarises the complaints and compliments received during the year April 2013 – March 2014. It shows the action taken to try to resolve complaints and the learning for the practice.

- The practice received complaints from 13 patients regarding 16 issues and also received 22 compliments
- The main causes for complaint were related to diagnosis/care and attitude/behaviour
- The main compliments received were for care, support, understanding and service
- All the complaints were responded to within 4 weeks.
- 3 complaints logged were written complaints, 7 were by email to the practice and 1 email forwarded to the practice from Herts and South Midlands complaints team at Charter House, as complaint initially sent to them. 2 were telephone complaints

Recommendations

The following recommendations are made in the report:

- Greater care to be taken with searches for re-call letters to patients
- Look at availability of blood appointments when phlebotomist away

1. COMPLAINTS

1.1 Background to the Practice Complaints Policy

The practice requests that all formal complaints are addressed to the Practice Manager or Assistant Practice Manager, who will acknowledge these within two working days. Complaints are then investigated by Practice Manager, Assistant Practice Manager or partner in charge of complaints. All appropriate members of staff will be interviewed and any relevant documents or computer records will be inspected.

At the conclusion of the investigation, the patient is informed of the outcome of the investigation and any action that has been taken as a result. The practice aims to do this within 4 weeks.

1.2 Date Complaint was received

The following table illustrates when the practice received the complaint from the patient. This is to allow reflection on the reasons why there may have been an increase in complaints during a particular time period.

Month of Complaint	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
No. of complaints	3	1	0	0	1	1	0	2	1	1	1	2

This table shows that the complaints received by the practice were fairly evenly spread throughout the year, higher at the beginning of the year but no significant reasons for this.

1.3 Compliance with timescales for response

All the complaints received had been dated stamped on the day of receipt.

Days to Acknowledge	No. of complaints
within 2 days	12
N/A	1
Over 2 days	0
No acknowledgement sent	0

Days to Final Response	No. of complaints
within 4 weeks	13
Over 4 weeks	0
No consent	0

N/A = final response sent within 2 working days, therefore acknowledgement not necessary
Not known = date of receipt, date of letter and date of final response not recorded

These tables show that 12 of the complaints were acknowledged within 2 days one did not require acknowledgment as forwarded to the practice from Herts and South Midlands complaints team at Charter House.

All of the complaints had a final response within 4 weeks.

1.4 Trends and Themes

Of the 13 patients who complained 16 issues were raised. The following table highlights the main reasons for patient complaints

Trends and Themes	No. of complaints
Attitude/behaviour - doctor	1
Attitude/behaviour - receptionist	1
Attitude/behaviour – nurse/phlebotomist	2
Diagnosis/care	3
Test results	1
Automated appointment system	2
Generic re-call letters	2
Flu appointment	1
Blood appointment	1
Referral	1
Electronic prescription	1
Total	16

1.5 Action taken by the practice

The following points summarise the action taken by the practice in relation to some of the complaints:

- The practice nursing team reviewed their procedures for blood taking
- The practice invested in phlebotomy boxes in order that all equipment for blood taking could be sterile and together in one place

All the complaints have been investigated and responded to formally and the patients have been offered an explanation or apology.

1.6 Conclusion

The practice demonstrates a desire to ensure patient satisfaction at all times. This is shown by the informative, yet sensitive response letters that are sent to complainants and the actions that are taken to resolve or explain the complaint.

This audit has shown that in 12 cases the practice was compliant with its policy to acknowledge complaints within 2 days, the other 1 initially went to Herts and South Midlands complaints team at Charter House and was forwarded to practice for comment, but the 2 day rule had already elapsed.

2. COMPLIMENTS

Trends and Themes

The following table summarises the main reasons for patient compliments:

Trends and Themes

Service received – GP - 10
Service received – nurses - 3
Service received – staff - 2
Practice as a whole – 6
Flu open day - 1

This shows that a significant number of compliments given are regarding the level of service received from all members of staff at Manor View.

Below is a selection of comments from the letters:

“Patience, attention to detail, quality of work and politeness”
“Being so kind”
“Truly grateful for your input”
“Pleasant and helpful staff”
“Excellent clinical care”
“Caring and understanding”
“Dedication, attention and care”
“Efficiency on flu day”
“Exceptional service and willingness to help”
“Care and support”

Recommendations

The following recommendations are made to help the practice formally capture feedback from patients.

- All compliments received in the practice either written or verbal are to be given to the Practice Manager or Assistant Practice Manager so they can be recorded in the annual audit report

ACTIONS TAKEN

Apart from the actions already taken by the practice as recorded in 1.5, following the team meeting held on Friday 31st October 2014 the following were decided on:

- Date of birth re-call system will be started next year
- All copies of compliments to be given to Practice Manager
- Staff can speak to doctors if they are upset or concerned about complaints received
- Staff can now use call-record on their telephones as this was added to telephone system at the end of October 2014
- Staff will ask patients to write their compliments
- If staff encounter aggressive or inappropriate behaviour from patients this will be documented in the patients journal

