

Abbey Court Medical Centre

Annual Complaints Report

01 April 2017 – 31 March 2018

Annual Complaints Report

Introduction

The purpose of the Annual Complaints Report (ACR herein) is to detail the complaints received by Abbey Court Medical Centre during the year **01 April 2017 to 31 March 2018**. The practice takes a proactive approach to the management of complaints, a process that is aimed at improving the quality of service and delivering a better patient experience.

Purpose

The purpose of the ACR is to:

- Specify the number of complaints received during the reporting period
- Specify the number of complaints that were warranted, unwarranted or partially warranted
- Specify the nature of the complaints (source, staff group, categorisation)
- Specify the number of referrals to the ombudsman
- Identify trends that can be analysed and audits undertaken
- Identify remedial actions and learning points
- Notify patients of any changes to policy as a result of complaints

In accordance with NHS(E) directives regarding the complaints process, the ACR for Abbey Court Medical Centre will be available to the public upon request.

Tabular representation

For ease of reading, the ACR is presented in tabular form and illustrated overleaf.

Table 1 – complaints received during reporting year **01 Apr 2017 – 31 Mar 2018**

Month	Number of complaints received	Warranted	Unwarranted	Partially Warranted
April	0	0	0	0
May	0	0	0	0
June	0	0	0	0
July	0	0	0	0
August	0	0	0	0
September	0	0	0	0
October	1	0	0	1
November	0	0	0	0
December	0	0	0	0
January	0	0	0	0
February	0	0	0	0
March	0	0	0	0

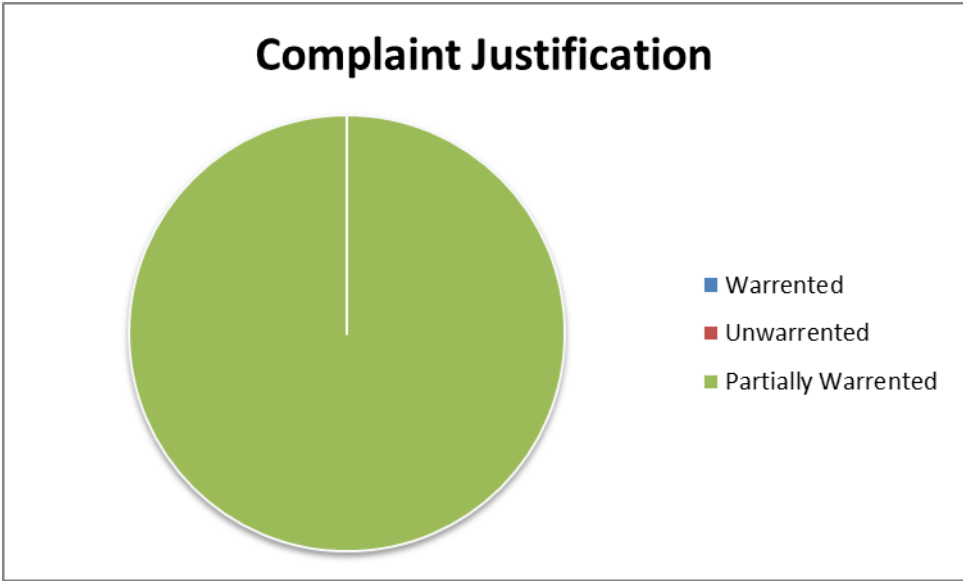
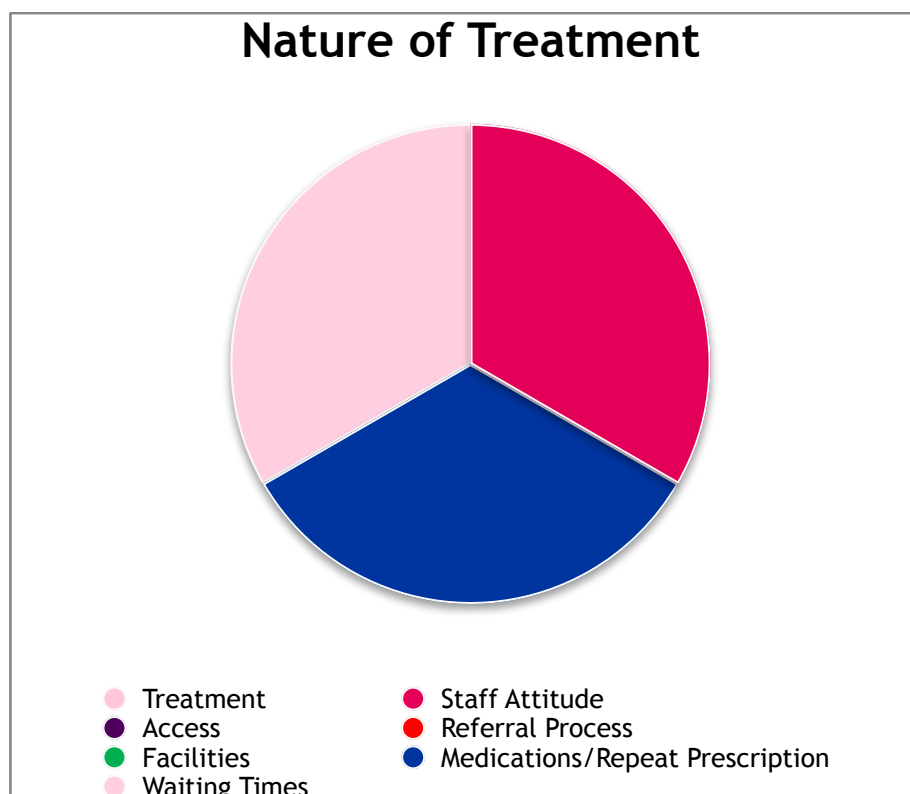
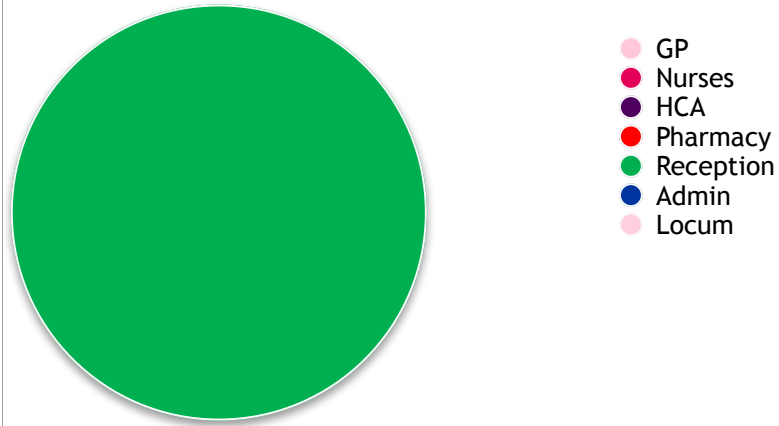


Table 2 – Nature of complaints during the reporting year **01 April 2017 – 31 Mar 2018**

Month	Number of complaints	Treatment	Staff attitude	Access	Referral Process	Facilities	Medications/Repeat Prescription	Waiting Times
April	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0
October	1	0	1	0	0	0	1	1
November	0	0	0	0	0	0	0	0
December	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0



Categorisation by Staff Group



Month	Number of Complaints Received	Trends by Category	Trends by Staff Group
April	0		
May	0		
June	0		
July	0		
August	0		
September	0		
October	1	Attitude of staff/ waiting time (on the telephone) / Repeat prescription sent to wrong pharmacy	Reception Staff
November	0		
December	0		

January	0		
February	0		
March	0		
April	0		

Table 4 – Complaint trends identified during the reporting year **01 Apr 17 – 31 Mar**

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Table 5 – Remedial Actions/ Lessons Identified

Month	Number of complaints received	Remedial Actions	Lessons Identified	Comments
April	0	0	0	0
May	0	0	0	0
June	0	0	0	0
July	0	0	0	0
August	0	0	0	0
September	0	0	0	0
October	1	Audit trail undertaken to determine which staff member was involved	Staff members to be aware of their attitude and ensure that they listen to patients requests	Discuss with reception staff the best way to deal with prescription requests
November	0	0	0	0
December	0	0	0	0
January	0	0	0	0
February	0	0	0	0
March	0	0	0	0

Changes to Practice Policies

There were no changes made to Practice Policies as a result of a complaint

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Summary

This ACR ensures transparency between Abbey Court Medical Centre and its patients. The information is accurate and reflects the complaints received during the reporting year 01 April 2017 to 31 March 2018. This information is available to the public upon request and will be displayed on our website.

Signed:

Helena Clarke
Deputy Practice Manager
9th April 2018