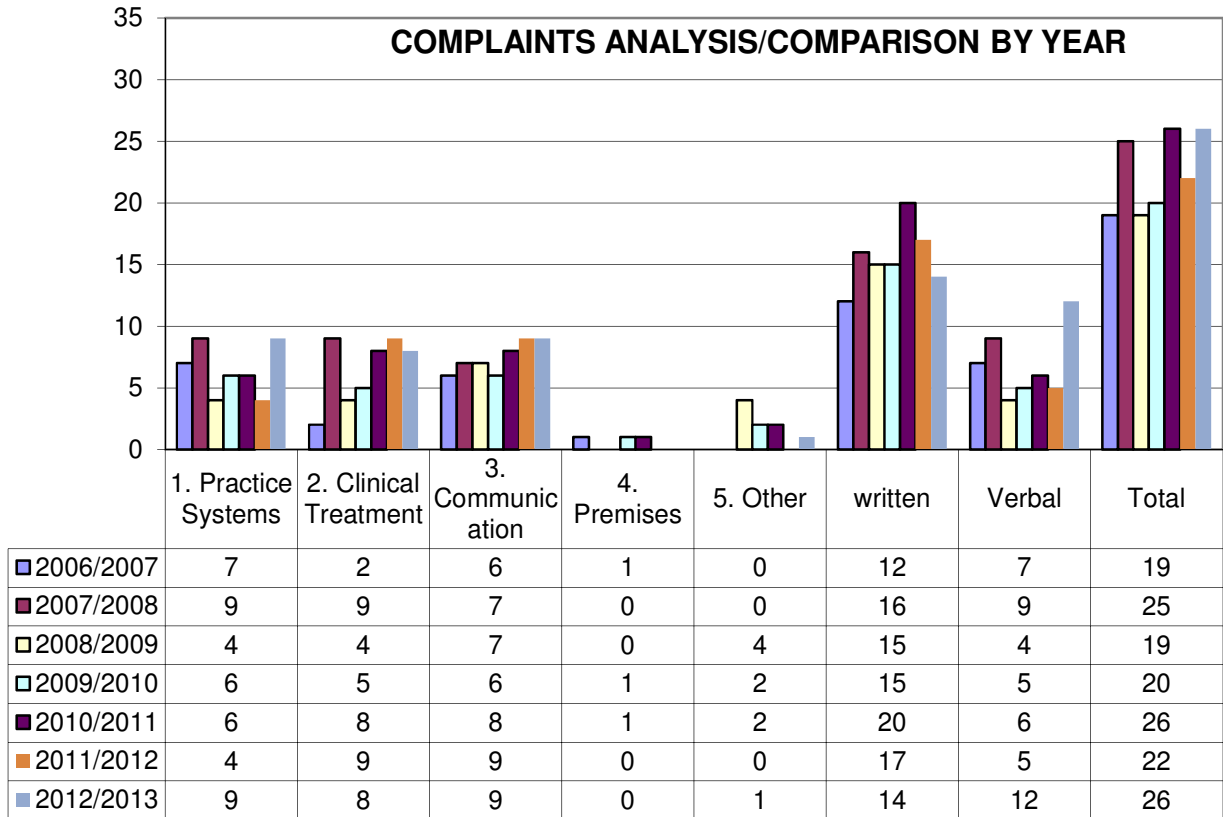


**Complaints 2012/13**

**Introduction**

Staffa Health welcomes comments concerning the provision of services to our patients and identifies complaints as opportunity for discussion about change. Over the last 7 years the number of complaints to the surgery has slightly fluctuated. However as the practice has grown by an extra 30% when we took on Holmewood in 2008, we are pleased that the complaints numbers have not increased significantly.

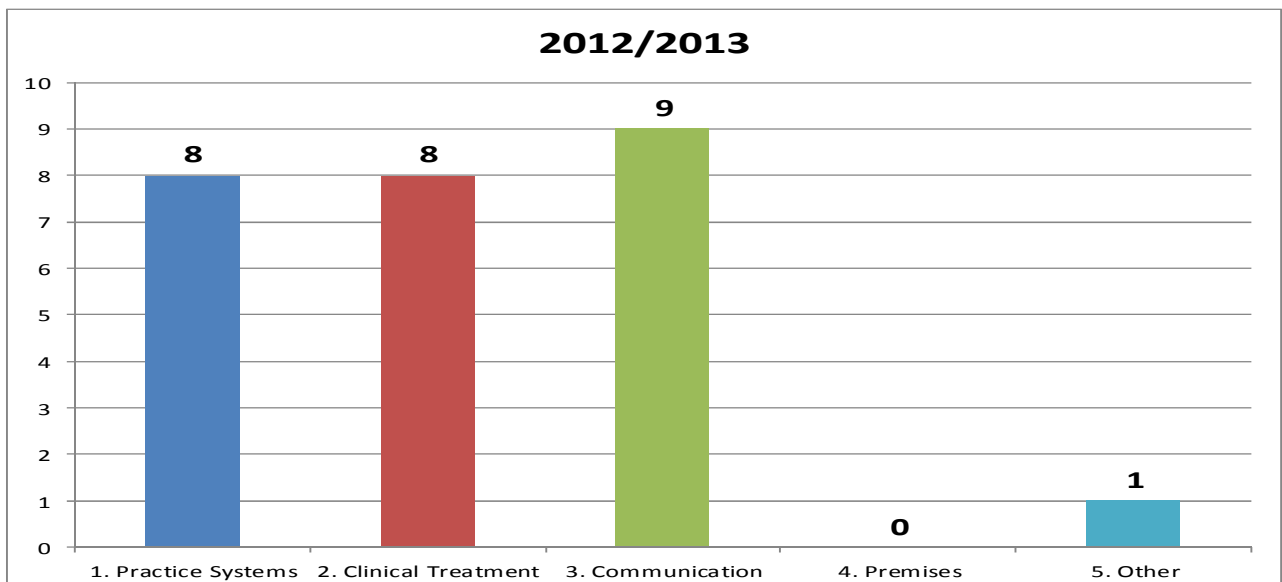


We continue to encourage staff to welcome positive and negative comment from our patients.

**Complaints**

Over the year we had a total of 26 complaints. Breakdown of these are as follows:

Of these 14 were written and 12 were verbal complaints documented by patients/staff.



## STAFFA HEALTH

9 related to **Practice systems**. These issues were in connection with

- Appointments
- Prescriptions & monthly prescribing
- Delay in processing post/tests
- Conflicting advice re further appointment
- Home visiting policy
- Difficulty in seeing a nurse for review after 5

### Action

8 related to **clinical issues**.

- Diagnosis & medical records
- Prescribing
- Referral
- District Nursing visits

### Action

9 related to **Communication** and staff attitude. The issues raised were:

- Unhelpful
- Clinic timings
- Confidentiality
- Issues with integrated care/social services

### Action

1 related to **Other**. The issues raised were:

- Health visitor advice

### Action

### Resolution Times

The practice has standards of acknowledging complaints in 2 working days, and resolves 70% within 1 month

These timescales are a challenge because we have 4 locations and staff involved are not always available for discussion. We endeavour to resolve issues as speedily as possible ensuring the complainant is satisfied and that all staff have opportunity to learn from situations.

### Actions

- Discussed the complaints at the **Staffa Health Patient Group** meeting on 27<sup>th</sup> February 2013 (complaints to date). The group reflected on the low number of complaints the practice receives each year in comparison with the high number of compliments/thankyou's the practice receives from grateful patients/families which are not always recorded due to the extra complication of working across 4 sites.
- To be discussed and shared with the team.