



# Yardley Green Medical Centre

## COMPLAINTS

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### Document Details

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Author and Role	Randeep Bains, Practice Manager
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1.0	01/04/2016	Linda Parsons		
2.0	27/04/2018	Randeep Bains		Policy Updated

## **Introduction**

The purpose of this document is to ensure that all staff are aware of the complaint procedure within Yardley Green Medical Centre allowing patients or their representatives the opportunity to make a complaint about the care or treatment they have received at the practice.

This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of your contract of employment.

The practice will provide guidance and support to help those to whom it applies understand their rights and responsibilities under this policy. Additional support will be provided to managers and supervisors to enable them to deal more effectively with matters arising from this policy.

## **Scope**

This document applies to all employees of the practice and other individuals performing functions in relation to the practice, such as agency workers, locums and contractors.

All staff at Yardley Green Medical Centre are to be fully conversant with this policy and are to understand that all patients have a right to have their complaint acknowledged and investigated properly. Green Medical Centre takes complaints seriously and ensures that they are investigated in an unbiased, transparent, non-judgemental and timely manner. We will maintain communication with the complainant (or their representative) throughout, ensuring they know the complaint is being taken seriously.

The practice aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a disadvantage over others, in accordance with the Equality Act 2010. Consideration has been given to the impact this policy might have in regard to the individual protected characteristics of those to whom it applies.

## **Legislation**

Every NHS facility has a complaints procedure; this permits a patient (or their nominated representative) to submit a complaint either to the NHS organisation or the organisation that has been commissioned by the NHS to provide a service.

This practice adopts a patient-focused approach to complaint handling in accordance with the [National Health Service England Complaints Policy \(2017\)](#), whilst also conforming to guidance detailed in:

- [Good Practice Standards for NHS Complaints Handling 2013](#)
- [Parliamentary & Health Service Ombudsman's Principles of Good Complaints Handling 2009](#)
- [My Expectations 2014](#)
- [The NHS Constitution](#)
- [Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014: Regulation 16](#)

## **Definitions of a complaint**

A complaint or concern is an expression of dissatisfaction about an act, omission or decision of NHS England, either verbal or written, and whether justified or not, which requires a response.

There is no difference between a 'formal' and an 'informal' complaint. Both are expressions of dissatisfaction.

## **Complaints procedure promulgation**

Yardley Green Medical Centre has prominently displayed notices throughout the surgery detailing the complaints process. In addition, the process is included on the practice website, and a complaints leaflet is also available from reception. The information provided is written in conjunction with this policy and refers to the legislation detailed previously.

## **Responsible person**

At Yardley Green Medical Centre, the responsible person is the Practice Manager and/or the Senior Partner. They are responsible for ensuring compliance with the complaints regulations and making sure action is taken as a result of the complaint.

## **Complaints manager**

At Yardley Green Medical Centre, the complaints manager is the Deputy Practice Manager. They are responsible for managing all complaints procedures and must be readily identifiable to service users. The responsible person and complaints manager can be the same person.

## **Complainant options**

The complainant, or their representative, can complain about any aspect of care or treatment they received at this practice to:

- This practice via the complaints manager
- NHS England:
  - Telephone 03003 112233
  - Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)
  - In writing: NHS England,  
PO Box 16738,  
Redditch,  
B97 9PT.

(British Sign Language (BSL) patients can talk to NHS England via a video call to a BSL interpreter)

## **Timescale**

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time that they become aware of the matter about which they wish to complain.

If, however, there are good reasons for complaints not being made within the timescale detailed above, consideration may be afforded to investigating the complaint if it is still feasible to investigate the complaint *effectively* and *fairly*. Should any doubt arise, further guidance should be sought from NHS England by the Complaints manager.

## **Response times**

The complainant has a right to be regularly updated regarding the progress of their complaint. The complaints manager at Yardley Green Medical Centre will provide:

- An initial response to acknowledge **any** complaint within **three working** days after the complaint is received
- Regular updates during the investigation, referred to as 'Considered Response'. Considered Response is sent to the complainant shortly after the acknowledgment is sent. The aim is to have a considered response prepared within 10 working days. The considered response will detail any action taken up until that point and an estimated time of final response will be added to the letter.
- Resolution of the complaint within **21 days** from when the complaint was received.

The complaints manager will negotiate a complaints plan with the complainant or their representative which will detail the agreed timescales for investigation. In many cases a prompt response, including an explanation and an apology, will suffice and prevent the complaint from escalating (an apology does not constitute an admission of organisational weakness).

### **Verbal complaints**

Patients will opt to complain either verbally or in writing. No matter what the cause of the complaint, all staff are to offer empathy when entering into discussions with the complainant. In accordance with Regulation 16 of the Health & Social Care Act 2008, all staff at Yardley Green Medical Centre will fully understand the complaints process.

If a patient wishes to complain verbally, the first action would be to see if it can be resolved immediately – if not your line Manager would be called (e.g. Verbal complaint received by receptionist → Call Senior Receptionist → Deputy Practice Manager → Practice Manager). The Complaints manager does not need to respond in writing, but must record the verbal complaint in the complaints log; this will enable any trends to be identified and improvements to services made if applicable. The complaints manager should record notes of the discussion (for reference only) which may be used when discussing complaints at practice meetings.

Discussing the nature of the complaint with the complainant in person or via telephone may enable a local resolution, which is the quickest method of resolving a complaint and will negate the requirement for the complaint to proceed through the formal complaint process.

- Verbal complaints which are resolved within 24 hours of the complaint being made, do not require escalation
- **A written record of the verbal complaint** needs to be **made** using GP.Net.
- Any **learning or action points** arising from the complaint should be **documented** and a date for review of the actions should be agreed and documented
- The Deputy Practice Manager should then be notified via a task on SystemOne that a verbal complaint has been recorded on GP.Net for her to ensure all appropriate steps were taken to resolve complaints issue. Once satisfied the Practice Manager will be notified to sign off the verbal complaint. This will ensure that the complaint is reviewed to ensure all necessary actions have been taken and implemented. This complaint will be then discussed the next month's structured meeting.
- If appropriate a **copy** of the outcome should be **provided to the complainant**
- The Complaints Manager will log the complaint details onto the Central Complaints Tracker, along with any Action Items and Learning Points. The complaint is closed on the Tracker

- The Actions and Learning points will be analysed, discussed at the quarterly at a Partnership meeting by the Complaints Manager and disseminated to the various teams and useful learning will be shared within the organisation through meetings and the newsletter.
- If all attempts to resolve the verbal complaint fails
  - Request the complaint to be made in writing.
  - Follow the **Written Complaints Procedure**

### **Written complaints**

If the patient opts to complain in writing (letter or email), the following procedure should be followed:

- Once the complaint is received, the letter should be date stamped to **confirm date of receipt**.
- The **complaint** should be immediately brought to the Complaints Managers attention. Ideally **within one working day**. This is to ensure that complaints are communicated and managed in a timely manner and that the NHS key performance indicator time frames are adhered to.
- An **acknowledgement letter** is sent **to the complainant** by the Complaints Manager. The regulations require all written complaints to be **acknowledged within three working days of receipt**. (See Appendix 3 - Complaint Acknowledgement Letter).

**NB: Determine whether consent is required.** If consent is required, the consent process will be followed. (See Appendix 4 - Complaints Consent Form – and Appendix 5 Complaints Consent Process)

- If consent is not required, the complaint is passed to a named Responsible Officer who will oversee the investigation of the complaint and the preparation of a considered or final response.

#### Clinical complaints

A partner at the site should be the named Responsible Officer overseeing clinical complaints

#### Non-clinical complaints

Practice Manager should be the named Responsible Officer for all non-clinical complaints unless otherwise advised

- A '**Considered Response**' is sent to the complainant shortly after the acknowledgment is sent. The aim is to have a considered response prepared **within 10 working days**. This is usually sent by the Complaint Manager or Responsible Officer dealing with the complaint. The considered response will detail any action taken up until that point and an estimated time of final response will be added to the letter. (See Appendix 6 - Considered Response Template)
- If a considered response is sent, ensure that the Central Complaint Tracker is updated.

- A **Final response** should be drafted by the clinician/persons involved in the complaint **within 20 working days** of receipt of the complaint. This response is reviewed by the Responsible Officer along with any additional investigation findings, action items and learning points.
- The **Final Response** must include the following:
  - An explanation of how the complaint was considered
  - An apology if appropriate
  - An explanation based on facts
  - Whether the complaint in full or in part is upheld
  - The conclusions reached in relation to the complaint, including any remedial action that the organisation considers to be appropriate
  - Confirmation that the organisation is satisfied that any action has been or will be actioned
  - Where possible, we will respond to people about any lessons learnt
  - Information and contact details of the Parliamentary and Health Service Ombudsman as the next stage of the NHS complaints process
- Complainants must be given the opportunity to seek further guidance if they are dissatisfied with their response. The complainant can be given the opportunity to meet with the relevant Responsible Officers and/or seek further guidance from the Parliamentary and Healthcare Ombudsman. This is added as a standard section in the final response template (See Appendix 7 - Final Response Template)
- All complaint correspondence must then be stored by the Complaints Manager for central filing – any data entered onto GP.Net but be anonymised.
- The Actions and Learning points will be analysed, discussed at the quarterly at a Partnership meeting by the Complaints Manager and disseminated to the various teams and useful learning will be shared within the organisation through meetings and the newsletter.

If local resolution is not an option, the complaints manager will then discuss with the complainant a complaints plan and an agreed time frame for an investigation. Complainants should be advised that this timescale is merely indicative and there may be, on occasion, the need to liaise with other service providers, i.e. secondary care, which could delay the process. However, reassurance will be provided that the complainant will be provided with regular updates by the complaints manager regarding their complaint.

### **Investigating complaints**

Yardley Green Medical Centre will ensure that complaints are investigated effectively and in accordance with extant legislation and guidance. This practice will follow eight standards<sup>1</sup> when addressing complaints:

1. The complainant has a single point of contact in the organisation and is placed at the centre of the process. The nature of their complaint and the outcome they are seeking is established at the outset.

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<sup>1</sup> [The Patients Association Good Practice Standards](#)

2. The complaint undergoes initial assessment and any necessary immediate action is taken. A lead investigator is identified.
3. Investigations are thorough, where appropriate obtain independent evidence and opinion, and are carried out in accordance with local procedures, national guidance and within legal frameworks.
4. The investigator reviews, organises and evaluates the investigative findings.
5. The judgement reached by the decision maker is transparent, reasonable and based on the evidence available.
6. The complaint documentation is accurate and complete. The investigation is formally recorded, the level of detail appropriate to the nature and seriousness of the complaint.
7. Both the complainant and those complained about are responded to adequately.
8. The investigation of the complaint is complete, impartial and fair.

### **Confidentiality in relation to complaints**

Any complaint is investigated with the utmost confidence and all associated documentation will be held separately from the complainant's medical records. Complaint confidentiality will be maintained, ensuring only managers and staff who are involved in the investigation know the particulars of the complaint.

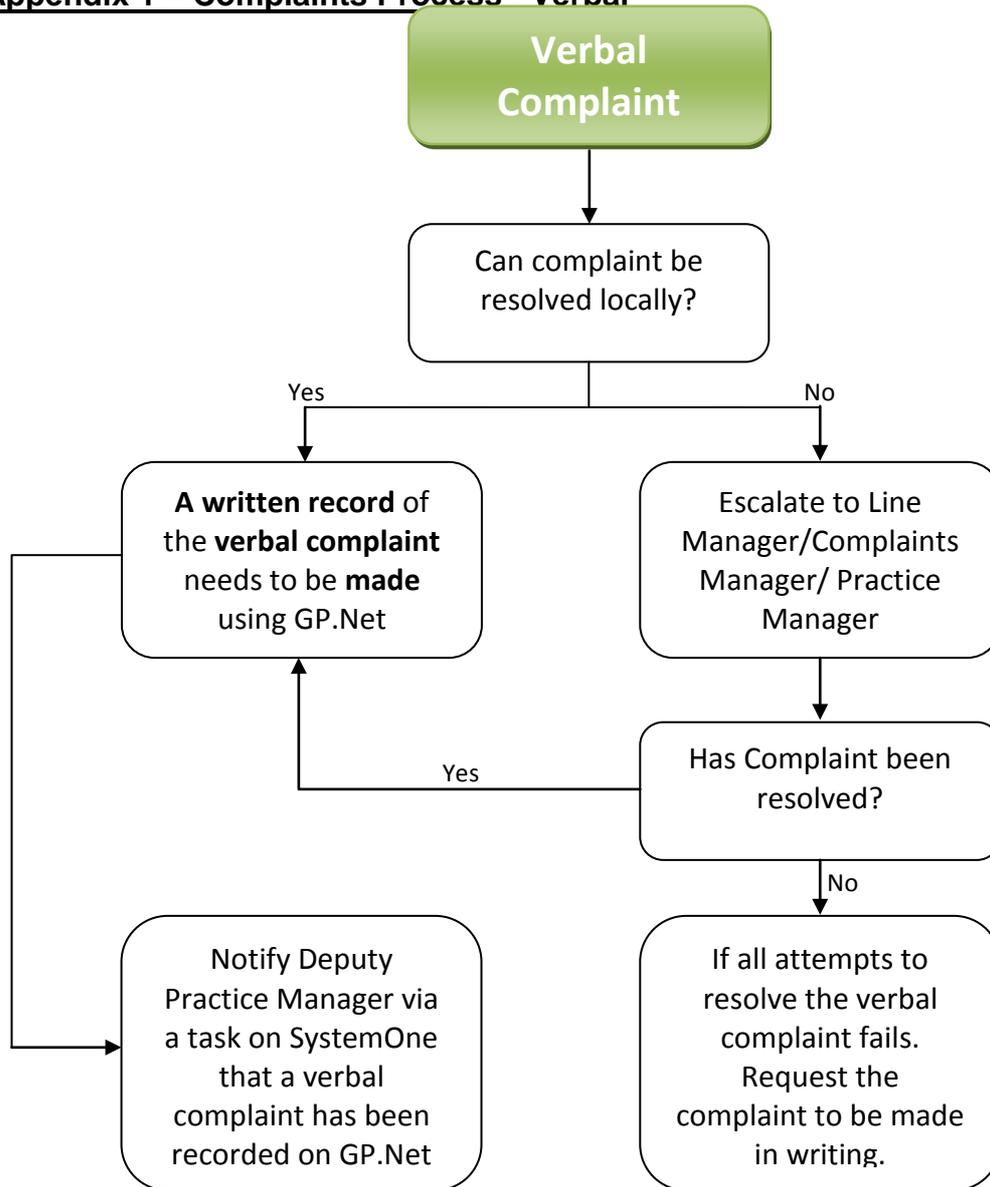
### **Complaints involving locum staff**

Yardley Green Medical Centre will ensure that all locum staff, be it GPs, nurses or administrative staff, are aware of the complaints process and that they will be expected to partake in any subsequent investigation, even if they have left the practice (keeping in mind the 12-month time frame to complain). Locum staff must receive assurance that they will be treated equally and that there is no discrepancy between locum staff, salaried staff or partners.

### **Summary**

The care and treatment delivered by Yardley Green Medical Centre is done so with due diligence and in accordance with current guidelines. However, it is acknowledged that sometimes things can go wrong. By having an effective complaints process in place, this practice is able to investigate and resolve complaints in a timely manner, achieving the desired outcome for service users, whilst also identifying lessons learnt and ultimately improving service delivery.

## Appendix 1 – Complaints Process - Verbal



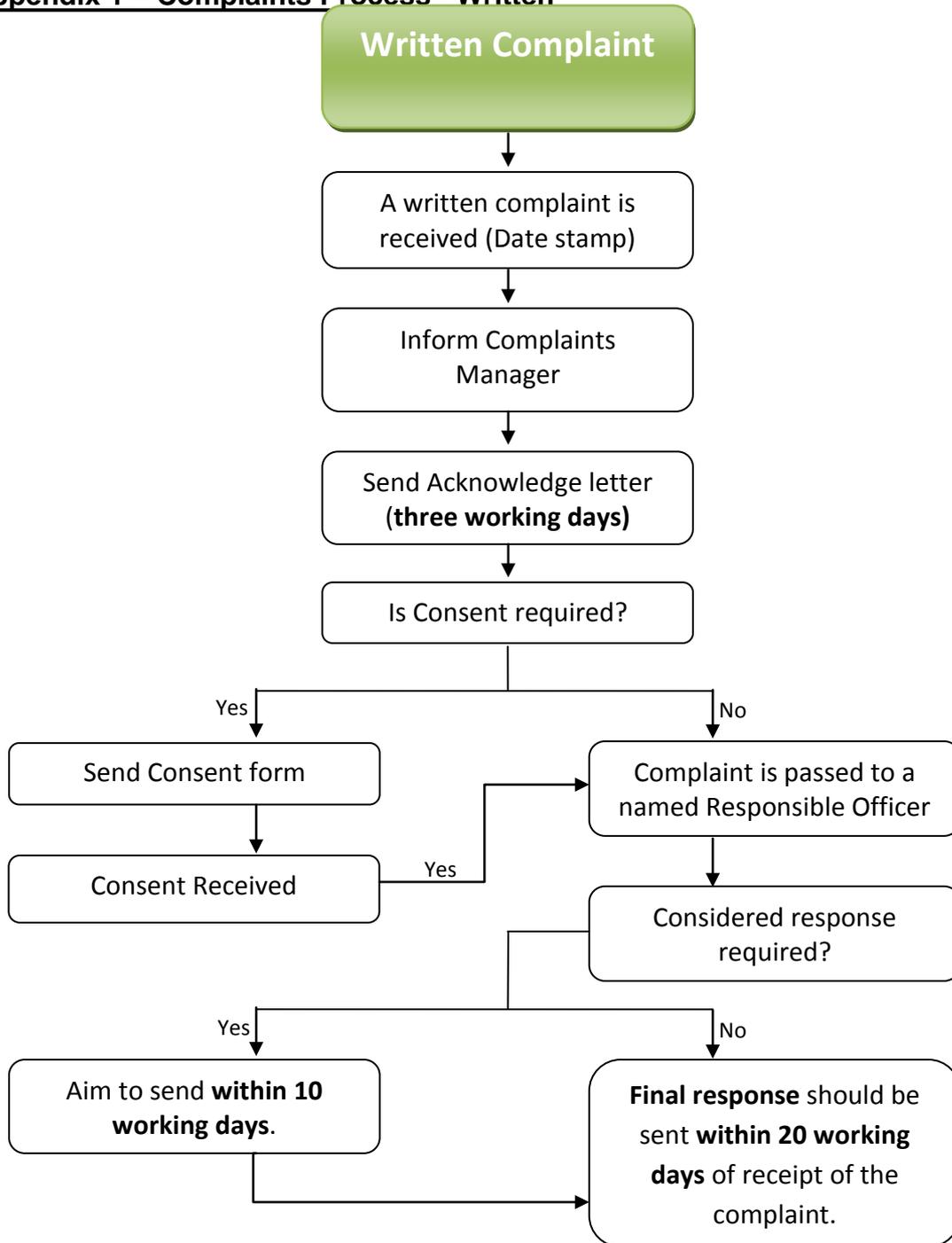
Once the Deputy Practice Manager is satisfied that the complaint has been dealt with Practice Manager will be notified to sign off the verbal complaint. This will ensure that the complaint is reviewed to ensure all necessary actions have been taken and implemented.

If appropriate a **copy** of the outcome should be provided **to the complainant**

The Complaints Manager will log the complaint details onto the Central Complaints Tracker, along with any Action Items and Learning Points. The complaint is closed on the Tracker

The Actions and Learning points will be analysed, discussed at the quarterly at a Partnership meeting by the Complaints Manager and disseminated to the various teams and useful learning will be shared within the organisation through meetings and the newsletter.

## Appendix 1 – Complaints Process - Written



Enter complaint onto GP.Net

All complaint correspondence must then be stored by the Complaints Manager for central filing – any data entered onto GP.Net but be anonymised.

The Actions and Learning points will be analysed, discussed at the quarterly at a Partnership meeting

If local resolution is not an option, the complaints manager will then discuss with the complainant a complaints plan and an agreed time frame for an investigation.

## Appendix 2 Complaints Form – Patient

### Patient Complaint Form



#### SECTION 1: PATIENT DETAILS

Surname		Title (i.e. Mr, Mrs, Ms, Dr)	
Forename		NHS number (if known)	
Date of birth		Address:	
Telephone No.		Postcode:	

#### SECTION 2: COMPLAINT DETAILS

Please give full details of the complaint below, including dates, times, locations and names of any practice staff (if known). Continue on a separate page if required.

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#### SECTION 3: SIGNATURE

Surname & initials		Title (Mr,Mrs,Ms,Dr)	
Signature		Date	

### Appendix 3 – Acknowledgment Letter

Dr PJ Turpin  
Dr Z Nazif  
Dr A Basith  
Dr M Kurian  
Dr S Bhatti  
Dr E John

**YARDLEY GREEN MEDICAL CENTRE**  
77 Yardley Green Road  
Bordesley Green  
Birmingham  
B9 5PU  
Telephone: 0121 773 3737  
Facsimile: 0121 772 2392

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<Today's date>

NHS No: <NHS number>

<Patient Name>

<Patient Address>

Dear <Patient Name>

I am writing to acknowledge receipt of your letter dated date with regards to nature of complaint\_\_\_\_\_. On behalf of the practice please accept our apologies for any distress or inconvenience that has been caused.

**KEEP/DELETE AS APPROPRIATE – IF CONSENT IS REQUIRED:**

As you are complaining on behalf of another person we will need to have written consent from the patient before we can proceed with this matter. Please complete the enclosed third party consent form and return to the surgery in which you wish to make a complaint. In order to process your complaint as soon as possible, please aim to return your completed consent form to us within 14 days. If you have any questions in the meantime or if you require assistance with the consent form then please do not hesitate to contact a member of the surgery team. Thank you.

**KEEP/DELETE AS APPROPRIATE – IF CONSENT IS NOT REQUIRED:**

I have passed the details of your complaint on to our Responsible Officer, Insert doctor/manager name. Insert doctor/manager name will investigate the circumstances surrounding your concerns.

We will aim to send a considered response letter to you in due course; this is to provide you with an update on the investigation process, along with an estimated date in which you should receive your final response.

Yours Sincerely,

## Appendix 4 - Complaints Consent Form

### Third Party Patient Complains Consent Form

Please note that we keep strictly to the rule of medical confidentiality. If you are complaining on behalf of a patient then the consent of the patient will be required. Please obtain the patient's signed consent below:

#### SECTION 1: PATIENT DETAILS

Surname		Title (i.e. Mr, Mrs, Ms, Dr)	
Forename		NHS number (if known)	
Date of birth		Address:	
Telephone No.		Postcode:	

#### SECTION 2: THIRD PARTY DETAILS

Surname		Forename	
Title (i.e. Mr, Mrs, Ms, Dr)		Address:	
Telephone No.		Postcode:	

#### SECTION 3: DECLARATION

I hereby authorise the individual detailed in Section 2 to act on my behalf in making this complaint and to receive such information as may be considered relevant to the complaint. I understand that any information given about me is limited to that which is relevant to the subsequent investigation of the complaint and may only be disclosed to those people who have consented to act on my behalf.

This authority is for an indefinite period/for a limited period only\*.

Where a limited period applies, this authority is valid until ...../...../..... (insert date)\*.

(\* Delete as necessary)

#### SECTION 4: SIGNATURE

Patient Name		Date	
Patient Signature			
Complainant Name		Date	
Complainant Signature			

## Appendix 5 – Complaint Consent Process

<b>Consent is required:</b> ✔	<b>Consent is not required:</b> ✘
If a complaint is being made on behalf of a patient over the age of 16 whose mental capacity is unimpaired.	Patients under the age of 16 whose mental capacity is unimpaired.
	If the patient has passed away: these will be dealt with on an individual basis
	If patients lack capacity to make decisions for themselves, the representative must be able to demonstrate sufficient interest in their welfare and be an appropriate person to act on their behalf.

- 1) If consent is not required, the standard complaint process is followed. If consent is required, a consent form is posted to the complainant (along with an opening letter, using the Acknowledgment template).
- 2) The complaints Manager makes regular checks ensures consent has been received. If consent has not been communicated to the surgery approaching the 14 day time frame then the Responsible Officer is notified.
- 3) If consent has been received, the standard process is followed. If consent has not been received, the Responsible Officer will contact the complainant to query consent progress.
- 4) If consent is then received, the standard process is followed. However, if consent is still not received within a further 14 days, the Complaints Manager will consider the matter closed and the details will be archived.
- 5) The Complaints Officer will then update the Central Complaint Tracker and the complaint will be closed. The complaint can be re-opened should consent be sent at a later stage, or if a further complaint is made.

## **Appendix 6 – Considered Response**

Dr PJ Turpin  
Dr Z Nazif  
Dr A Basith  
Dr M Kurian  
Dr S Bhatti  
Dr E John

**YARDLEY GREEN MEDICAL CENTRE**  
77 Yardley Green Road  
Bordesley Green  
Birmingham  
B9 5PU  
Telephone: 0121 773 3737  
Facsimile: 0121 772 2392

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<Today's date>

NHS No: <NHS number>

Complaint Reference:

<Patient Name>

<Patient Address>

Dear «Complainant Title» «Complainant Firstname»«Complainant Surname»,

Further to my colleagues letter of «Date of correspondence» I would like to introduce myself as the Responsible Officer, «Insert Doctor or Manager Name» who is dealing with your complaint. Please may I apologise for any inconvenience or distress you have experienced.

### **OPTION 1: KEEP/DELETE AS APPROPRIATE**

I hope that I am able to address your concerns through our local resolution procedures; however I am obliged to inform you that you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint if you remain unhappy once local resolution is completed.

### **OPTION 2: KEEP/DELETE AS APPROPRIATE**

I have made some progress with regards to the investigation of your concerns; however I am unable to complete a full response to you with the results of my investigation at this stage. This is due to «Insert reason for delay». I apologise for the delay, and I hope to be able to respond to you within «Insert expected response time». Thank you for your continued patience.

If you need to contact me in the meantime, please do not hesitate to do so. My contact details are below.

### **INSERT CONTACT DETAILS**

Yours Sincerely,

«Insert Doctor or Manager Name»

## **Appendix 7 – Final Response**

Dr PJ Turpin  
Dr Z Nazif  
Dr A Basith  
Dr M Kurian  
Dr S Bhatti  
Dr E John

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77 Yardley Green Road  
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Birmingham  
B9 5PU  
Telephone: 0121 773 3737  
Facsimile: 0121 772 2392

---

<Today's date>

NHS No: <NHS number>

Complaint Reference:

<Patient Name>

<Patient Address>

Dear «Complainant Title» «Complainant Firstname»«Complainant Surname»,

Further to my letter of «Date of correspondence» I have completed the investigation of your concerns and I am now able to provide you with a full response. I was very sorry to learn that «Insert detail of complaint». I apologise again for the distress you have experienced as a result.

**ADD FINAL RESPONSE/INVESTIGATION FINDINGS BELOW**

**ADD INVESTIGATION DETAILS**

I hope that I have been able to address your concerns through our local resolution procedures; however, if you are not satisfied with my response, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. The service is confidential and free. There are time limits for taking a complaint to the Ombudsman. If you need any help or advice to make your complaint to the Ombudsman you can contact the NHS Complaints Advocacy Service. The NHS Complaints Advocacy Service is a free and independent service that can help you make a complaint about a National Health Service (NHS).

NHS Complaints Advocacy Services  
PO Box 14043  
Birmingham  
B6 9BL

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their helpline on 0345 015 4033, email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or fax 0300 061 4000. Further information about the Ombudsman is available at [www.ombudsman.org.uk](http://www.ombudsman.org.uk).

You can write to the Ombudsman at:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Yours Sincerely,

«Insert Doctor or Manager Name»



**Appendix 8 – Complaints Leaflet**



## **Further actions**

If you are dissatisfied with the outcome of your complaint you can seek further guidance from:

NHS England  
PO BOX 16738  
Redditch B97 9PT  
Tel: 03003 112233  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Or alternatively complain to the:

Parliamentary Health Service  
Ombudsman,  
Milbank Tower,  
Milbank,  
London,  
SW1P 4QP  
Tel: 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Yardley Green Medical Centre,**  
77 Yardley Green Road,  
Bordesley Green,  
B9 5PU  
Tel: 0121 773 3737  
Fax: 0121 772 2392  
[www.ygmc.co.uk](http://www.ygmc.co.uk)



# **Making a Suggestion or a Complaint**

INFORMATION  
LEAFLET



# **YARDLEY GREEN MEDICAL CENTRE**

### **Talk to us**

Every patient has the right to make a complaint about the treatment or care they have received at Yardley Green Medical Centre.

We understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

### **Who to talk to**

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; all our staff are trained to handle complaints effectively. Alternatively, ask to speak to the Complaints Manager.

At Yardley Green Medical Centre the Complaints Manager is:

Mrs Suzanne Brennan  
Deputy Practice Manager

The Complaints Manager is supported by the Responsible Officer who are:

Dr Philip Turpin - *Senior Partner*  
and  
Mrs Randeep Bains - *Practice Manager*

A complaint can be made verbally or in writing. A Complaints Form is available from reception. Additionally, you can complain via email to:

[yardleygreen.appointments@nhs.net](mailto:yardleygreen.appointments@nhs.net)

### **Time frames for complaints**

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Manager will respond to all complaints within three business days. Furthermore, they will provide regular updates for you regarding your complaint, whilst aiming to have the complaint completely resolved within 20 working days from when the complaint was received.

### **Investigating complaints**

Yardley Green Medical Centre will investigate all complaints effectively

and in conjunction with extant legislation and guidance.

### **Confidentiality**

Yardley Green Medical Centre will ensure that all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient's healthcare record.

### **Third party complaints**

Yardley Green Medical Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A Third Party Patient Consent Form is available from reception.

### **Final response**

Yardley Green Medical Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.

## **Appendix 8 – Annual Complaints Report**

### **Introduction**

The purpose of the Annual Complaints Report (ACR) is to detail the complaints received by Yardley Green Medical Centre during the year 1<sup>st</sup> April to 31<sup>st</sup> March. 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. This will be produced by the Complaints Manager.

### **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 Yardley Green Medical Centre will be available to the public upon request.

**Table 1** – Complaints received during reporting year 1<sup>st</sup> April to 31<sup>st</sup> March

<b>MONTH Year:</b>	<b>Number of complaints received</b>	<b>Warranted</b>	<b>Unwarranted</b>	<b>Partially warranted</b>
April				
May				
June				
July				
August				
September				
October				
November				
December				
January				
February				
March				

**Table 2** – Nature of complaints during the reporting year 1<sup>st</sup> April to 31<sup>st</sup> March – add columns as required.

Month	Number of complaints	Treatment	Staff attitude	Access	Referral process	Facilities	Medication	Waiting times
April								
May								
June								
July								
Aug								
Sept								
Oct								
Nov								
Dec								
Jan								
Feb								
Mar								

**Table 3** – Referrals to the ombudsman during the reporting year 1<sup>st</sup> April to 31<sup>st</sup> March

MONTH	Number of complaints received	Referrals to ombudsman
April		
May		
June		
July		
August		
September		
October		
November		
December		
January		
February		
March		

**Table 4 – Categorisation of complaints by staff group during the reporting year 1<sup>st</sup> April to 31<sup>st</sup> March**

MONTH	Number of complaints	GP	Nurse	HCA	Pharmacy	Reception	Admin	Locum
April								
May								
June								
July								
August								
September								
October								
November								
December								
January								
February								
March								

**Table 5 – Complaint trends identified during the reporting year 1<sup>st</sup> April to 31<sup>st</sup> March**

MONTH	Number of complaints received	Trends by category	Trends by staff group
April			
May			
June			
July			
August			
September			
October			
November			
December			
January			
February			
March			

**Table 6 – Remedial actions/lessons identified**

MONTH	Number of complaints received	Remedial actions	Lessons identified	Comments
eg	2	Treatment plans reviewed for ear-syringing	Staff require regular refresher training	Annual training to be arranged by....
April				
May				
June				
July				
August				
September				
October				
November				
December				
January				
February				
March				

**Table 7 – Changes to practice policy**

MONTH	Number of complaints received	Changes to policy
April		
May		
June		
July		
August		
September		
October		
November		
December		
January		
February		
March		

**SUMMARY**

This ACR ensures transparency between Yardley Green Medical Centre and its patients. The information is accurate and reflects the complaints received during the reporting year 1<sup>st</sup> April to 31<sup>st</sup> March. This information is available to the public upon request and will be displayed on our website and also discussed at the PPG meeting.

**Signed**

**Insert name**

**Insert role/position**

**Insert date**