

**Oaklands Health Centre
Complaints Breakdown
April 16 to end September 2016**

Oaklands had 10 complaints in total.

Of which there were:

1) Clinical

- a. *Attitude of a staff member = 1*
- b. *Patient complained that they wanted to see a nurse for phlebotomy appointment and didn't feel that a HCA was qualified enough=1*
- c. *Patient had post-operative bleed following vasectomy procedure=1
(not resolved)*

2) Dispensary =0

3) Admin

- a. *complaint about interactive voice response system=1*
- b. *parent complained that her child was being filmed by another patient in the waiting room = 1*
- c. *complaint that practice wouldn't issue 3 months of medication to patient=1*

4) Not relating to the practice or issues not under practice control

- a. *Mix up by hospital regarding appointments = 1*
- b. *Complaints made as a result of national changes to online patient access = 2*
- c. *Out of Hours Care =1*

5) What have we learned?

- a. All complaints are addressed as per the practice policy and complaints leaflets are displayed in our waiting area, on our website and are also available from the practice manager so are readily available.
- b. All complaints are discussed by the whole team each month as well as directly with any members of staff involved in a complaint to ensure team wide learning. In addition, both Oaklands and Slaithwaite HC discuss each other's anonymised complaints so that understanding and learning is shared across both practices.
- c. Any feedback which is appropriate is given to the staff individually and as a group, e.g. regarding lack of understanding or manner. Further training to address any issues identified is provided by the practice and discussed at subsequent appraisals.
- d. We monitor complaints themes to ensure that we are not repeating the same mistakes.
- e. In the case of complaints outside our control, we support and enable the patient to complain to the provider organisation directly or via PALS or Healthwatch Kirklees.
- f. We publish an anonymised summary of complaints in various formats so that our patients know we are committed to continuously learning and improving our services. We prepare a 6 monthly and annual summary of complaints for in-house learning and we also share this with our CCG and NHSE.

- g. We have amended undertaken a major review of our telephone system including waiting times, call handling and management, booking of telephone appointments, telephone triage, staff training, IVR messages etc and will be developing a marketing campaign with Huddersfield University to promote on line services thus improving telephone access.
- h. We continue to monitor appointment availability and will be discussing this issue with our Patient Participation Group, e.g. how should we manage patients who persistently miss appointments, promotion of telephone consultations, use of on-line Web GP Consult service. We are also working collaboratively with LCD to look at how we can better manage the evening interface between primary care and Out Of Hours.
- i. We organise whole team training every month and each individual member of staff has a personal learning plan which reflects any themes we have learned from complaints.
- j. The practice has undertaken a comprehensive review of its vasectomy service and made a 7 point plan to improve patient experience. We are working with the Ombudsman to resolve this complaint.
- k. Using our CCTV and by interviewing staff working at the time, we were able to investigate the allegation of filming of a child in the practice and reassure the parent.