

Oaklands Health Centre Complaints breakdown April 2014 – March 2015

Oaklands had 23 complaints in total.

Of which there were

9 Clinical complaints in total:

- 4 complaining about communication and lack of understanding
- 1 referral complaint
- 1 appointment complaint
- 2 clinical decisions complaints

5 Dispensary complaints in total:

- Delivery of medication; 1 of which also included rudeness off staff & answer machine message too long
- Why a patient is not a dispensing patient.

7 Administration complaints in total:

- 5 appointment complaints
- 1 complaint regarding website & voice message.
- 2 communication complaints

1 Test results complaint in total:

- 1 Conflicting information

1 Clinical & Dispensary complaint in total:

- Wording on flu letter & dispensing time.

What have we learned from these complaints?

1. All complaints are discussed by the whole team each month as well as directly with any members of staff involved in a complaint
2. Any feedback which is appropriate is given to the staff individually and as a group e.g. regarding lack of understanding or manner
3. We have amended our practice website, flu letters and dispensary times in response to patient complaints
4. 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
5. 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