

Slaithwaite Health Centre Complaints breakdown April 2014 – March 2015

Slaithwaite received 11 complaints in total.

Of which there were:

7 Clinical complaints:

- 1 complaint regarding clinician's manner
- 1 coding error complaint
- 1 repeat prescribing complaint
- 4 complaints relating to clinical decisions and treatment

4 Administration complaints:

- 2 appointment related complaints
- 1 complaint regarding charges for non-NHS work
- 1 service related complaint

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 continue to monitor appointment availability and will be continually discussing this issue with our Patient Participation Group e.g. how to manage patients who persistently miss appointments
4. 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