

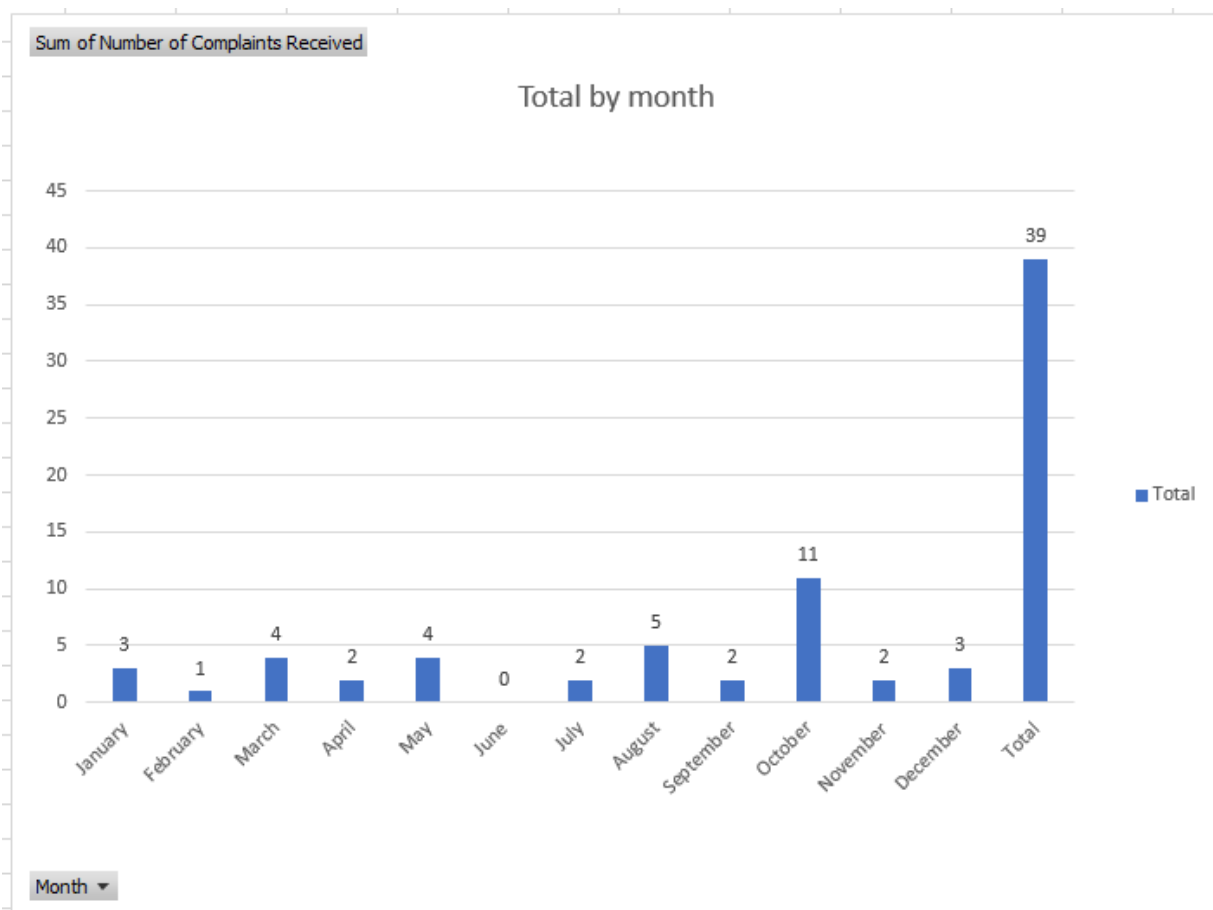
2022 – 2023 Annual Complaints Report

This report summarises the formal complaints received by Portstown Group Practice in the period 1 April 2022 to 31 March 2023. The total for the year, 44 complaints including those carried from the previous year (5), is lower than 2021/2022 (57) however there were also a number of potential complaints that were resolved informally (without going through the company’s complaint procedure).

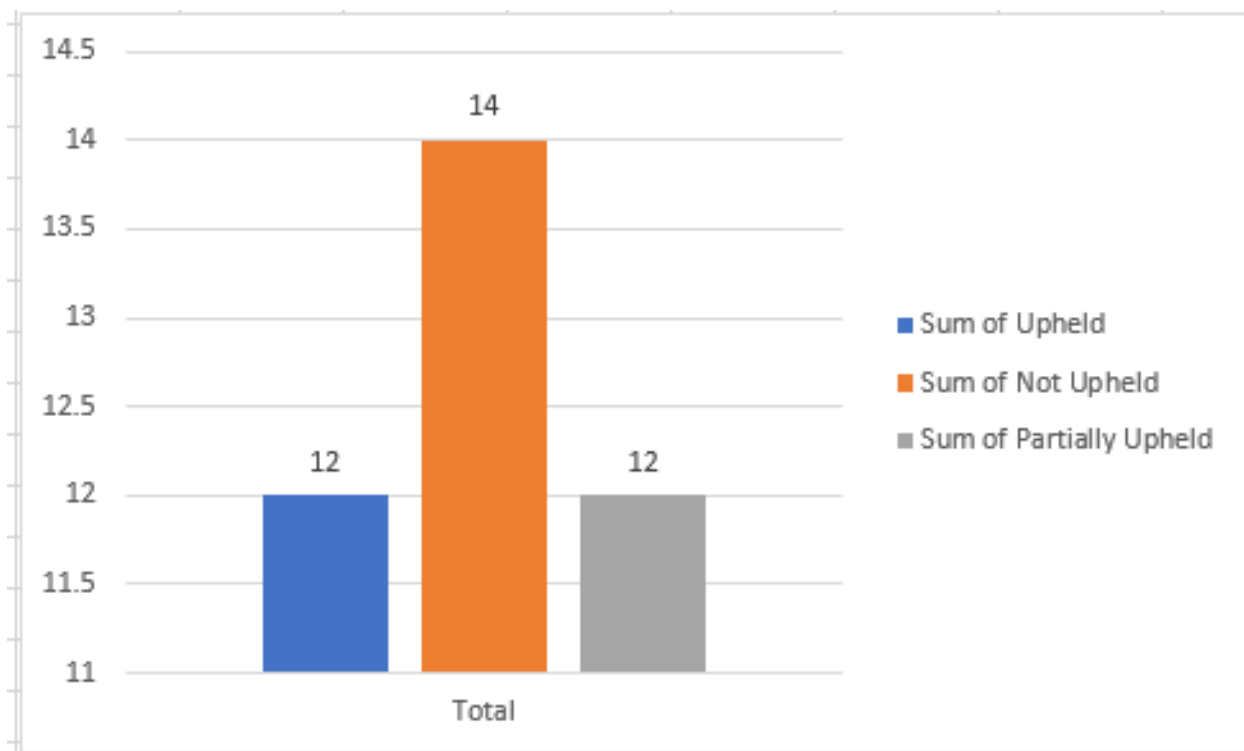
The report will show the number of complaints, the nature of the complaint and the staff group complained about over each month. Each individual complaint is not reviewed in this report as they have been discussed elsewhere – however, there is opportunity to discuss any or all complaints again at the annual review meeting, if required. Please note we categorise using the main concern raised.

We do recognise that each complaint was of concern to the complainant, 2 highlighted systemic or procedural failures that required action. 1 complaint that came directly from Ombudsman was not upheld. 2 complaints were initially raised through NHS England rather than directly with the Practice and in those cases, NHS England were satisfied with our response.

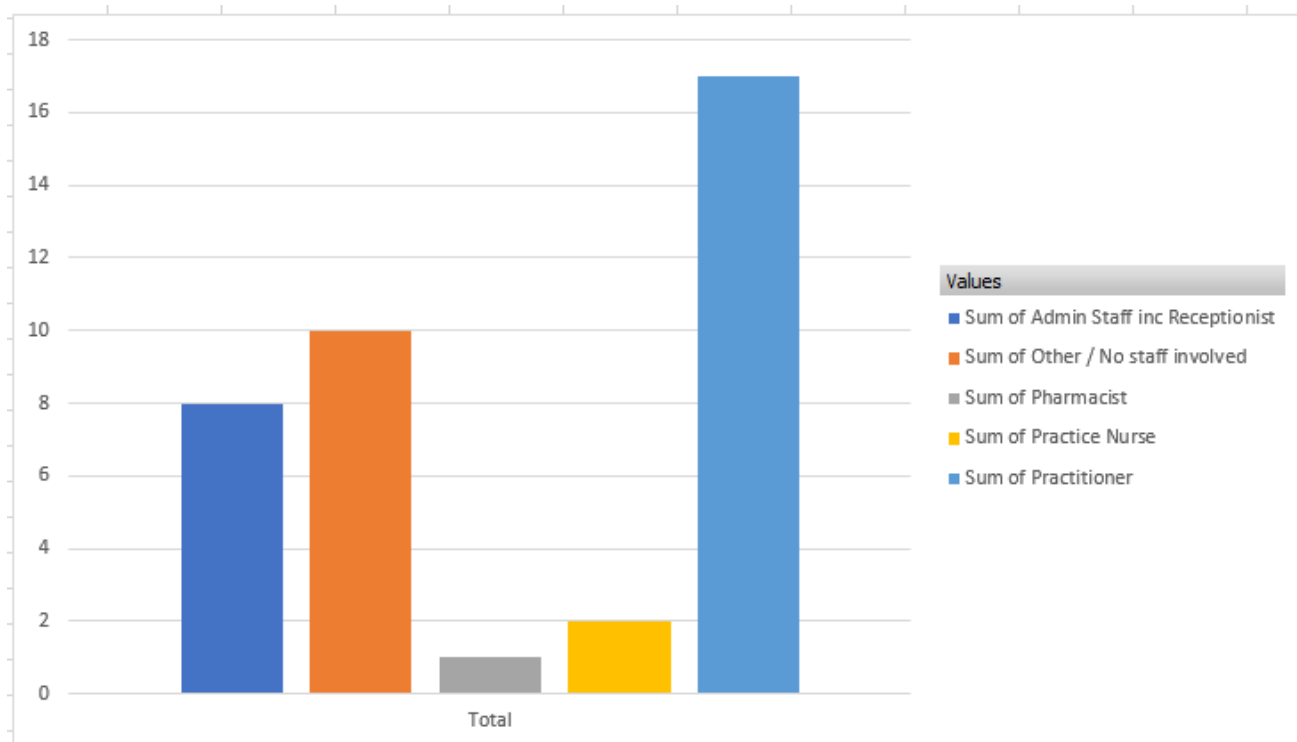
Total of Complaints Received by month April 2022 – Mar 2023



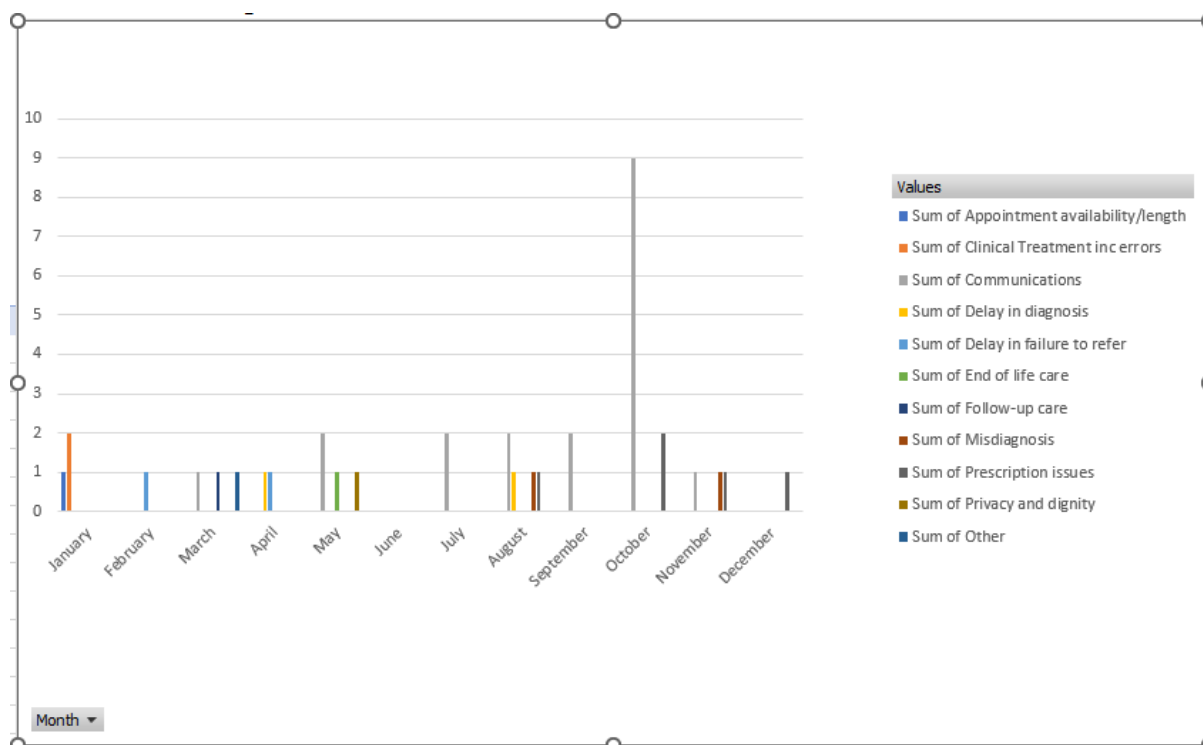
Total of complaints upheld, not upheld, or partially upheld April 2022- March 2023



Categorisation of complaints by staff group April 2022 – Mar 2023



Complaint trends identified April 2022 – Mar 2023



Remedial Actions/Lessons Learnt

The majority of complaints related to perceived communication issues with regards to information and the manner of delivery. Where attitude has been a concern the complaint has been discussed with the staff member concerned. In terms of definitive actions arising from complaints, we have made 1 procedural change and listened and made changes in other areas where possible.

As the number of complaints is small in relation to a patient total, and the nature of the complaint and the staff group is varied, we conclude that often, it is the way information is provided that is more often the issue, along with the expectations of the patient and understanding of the limitations of what we can offer.

Summary

Please note this report reflects the formal complaints received for the reporting period. Informal ‘complaints’ are not included, although a record of the discussion/communication is kept for record. This ACR ensures transparency between Portsdown Group Practice and its patients. The information is accurate and reflects the complaints received during the reporting year April 2022 - Mar 2023.

This information is available to the public on request and will be available on our website.

Maria Martin
Operations Lead