

Complaints for the period 01.01.24 – 18.03.24 reviewed.

4 complaints received in this period.

Subject of complaints & feedback:

Staff attitude/behaviour	1
Loss of/failure to send sample	1
Refusal to prescribe	1
Failure to diagnose	1

Three complaints have been investigated with responses issued, 1 is awaiting a response by 12.04.24. One complaint was not upheld, one partially upheld and one upheld.

Five compliments received for the period 01.01.24 – 18.03.24

1. had nothing but praise for the entire team. She does not know how we do it. We are always here when she needs us.
2. Patient came to the surgery to say a big thanks to Geraldine and everyone, as we helped her husband when he was dying.
3. Had appointment with Dr Fenton yesterday and wanted to praise her for her help, thorough and asked appropriate questioned and actioned everything asked of her.
4. Had many kind words to say about her encounters with Urmston Group Practice. She wanted to pass on her thanks to Dr Fenton and the reception team who really helped her very quickly on a 'dark day'. She was full of glowing praise.
5. wanted to say how wonderful we all are and that she has received outstanding service today. Starting with how quickly the phone was answered, her son being seen by lovely Dr Jude and his referral being done so promptly and being offered the option of picking up the referral or it being emailed to her. She thinks we are amazing!