

Completed Complaints January 2023

Date	Complaint	Summary	Category	Team involved	Learning Outcome	Learning Shared/Location
31/12/2022	Communications	Unhappy with Consultation pt felt not listened to and felt like the GP had judged the situation based on the receptionist account.	B	1	GP reflected on case and supplied detailed statement which considered case could have been better handled. Acknowledged that he should not have suggested self prescribing as not in line with GMC recommendations. Apology given for experience.	SDR Forum, team reminded about communication style to ensure patient satisfaction guidance on prescribing. Governance meetings.
11/01/2023	Other	Concern raised not a complaint following a meeting held with the patient and EA clinical Lead.	B	1	Review of zero tolerance letter we send. Despite being standard in terms of templates that are used, you rightly highlighted that the specific concerns were not highlighted. This has since been included in the template we will use.	Governance meeting. Zero tolerance templates updated and shared with team. Policy on Doc Store.
05/01/2023	Care Planning	attitude, clinician implying that patient was not in pain -annoyed and upset that was offered appointments on dates that could not make, or at a place able to get to,	B	4	The discussion with msk focussed on the tone and choice of language she may have used. At no stage did she think you were not in pain. MSK apologises for her direct manner of speaking to you, especially if it caused any distress. This certainly was not her intention. The point she was trying to get across, was that it is not unreasonable to have to travel for appointments if there are none available at a specific location on a	Governance meeting reflective discussions and 1-1s

					specific day. On reflection msk should have been more empathetic and not have been so challenging of your reasons why you cannot make other venues and times.	

A= Same name, Wrong patient
B = Communication via Clinician and patient
C= Communication via wider team and patient
D= Communication via Clinician/staff member and wider team
E= COVID
F= I.T/Estates
G= Rotas
H= Other

1= GP's/ ANP's
2= Admin/OTL Confed team
3= Nursing
4= MSK
5= Healthy Minds
6= HCA's
7= Pharmacists'
8=Admin/Reception