

### Completed Complaints MARCH 2023

Date	Complaint	Summary	Category	Team involved	Learning Outcome	Learning Shared/Location
18/02/2023	Prescription Issues	Pharmacist unable to Prescribe suggested item	<b>7</b>	<b>B</b>	Clinician reflected on case and will use learning to inform his future practice to ensure a positive patient experience.	Discussed at Governance meeting, 1-1 discussion and reflection
08/03/2023	Delay in Failure to Refer	Delay in accessing follow up appointment due to incorrect information given	<b>1</b>	<b>B</b>	~GP unaware walk in service had restarted for x-rays, this service was suspended during covid. Updated comms sent to all referring clinicians re walk in xray services available and including times and locations. Notices available in hubs and on practice websites.	Discussed at Governance meeting, 1-1 discussion and reflection
02/03/2023	Communications	concerns over sons treatment during GP appointment	<b>1</b>	<b>B</b>	Clinical review of this case identified that correct clinical management of the patients condition however, unfortunately, the patients expectations did not match what could in reality occur. The GP has assured that going forwards he will ensure he is more reassuring to patients and their families.	Discussed at Governance meeting, 1-1 discussion and reflection

**A= Same name, Wrong patient**

**B = Communication via Clinician and patient**

**C= Communication via wider team and patient**

**1= GP's/ ANP's**

**2= Admin/OTL Confed team**

**3= Nursing**

**D= Communication via Clinician/staff member and wider team**  
**E= COVID**  
**F= I.T/Estates**  
**G= Rotas**  
**H= Other**

**4= MSK**  
**5= Healthy Minds**  
**6= HCA's**  
**7= Pharmacists'**  
**8=Admin/Reception**