Greenfield Medical Centre

Annual Complaints review 25/26

Greenfield Medical Centre conducts an annual complaints review each year.

In summary

Every year the practice reviews complaints received during the year April – March at a practice meeting. We also discuss with the practice patient group (PPG) and display on the website usually completing by the end of May/June

All individual complaints that are received by the practice are reviewed by the management team and doctors. From these discussions we can reflect on the issue (s) raised, and consider any learning points or actions that may be needed to ensure we are offering consistently high standards of care both clinically and non-clinical and where improvements may need to be made.

We will have case reviews and significant event analysis if appropriate share our findings with the complainant.

Annually reviewing the complaints gives us the opportunity to identify any patterns or themes in complaints and reflect on changes made as a direct result of issues patients may have raised.

Complaints are received in writing, by email and phone. Some are directed verbally at the clinicians and receptionists, and some are received through NHS choices. Although not strictly complaints the NHS choices media gives valuable feedback and often is used as a forum for the unhappy rather than the happy patient. Unfortunately, most of these posts are anonymous and do not allow for a meaningful dialogue with the patient to further investigate any issues. We do however respond and invite patients to contact the surgery to discuss their issues further

Greenfield Medical Centre has 7000 patients. Formal written complaints this year = 13

The breakdown of these is as follows: -

- 13 **Complaints written in to the practice directly.**
- **3 prescribing 5 clinical 3 non clinical 2 appointments**
- **All the complaints were responded to. As a practice we actively encouraged this course of action and are always happy to meet with our patients to resolve any issues or concerns.**
- **There is one ongoing complaint that is not yet resolved**
- **One complaint was not upheld.**

We did not identify a pattern to the complaints this year, but recognise the value in justified complaints in improving the service we provide.

Complaints to NHS England or other bodies. The role of local resolution has passed to the ICB, and we have not had any complaints directed to them in this year.

Verbal Complaints

The “soft” complaints are taken as seriously as those formalised. The reception staff deals with many forms of “complaint” by patients over the year. These take the form of patients coming to the reception desk after having to wait for their appointment, issues around getting appointments, review dates on repeat prescriptions etc. The majority are dealt with immediately either by the staff member involved or the senior receptionist, and no further action is required at the time. However, each staff member is asked to bring a complaint (if they have dealt with one) to the reception huddle meeting (weekly, if they feel further discussion should take place. On occasion the practice manager is asked to call back or speak to patients at the surgery either by the patient themselves or by Drs & staff. These are pre-empting complaints when a patient may have indicated that they are not happy with an aspect of the service, or the patient has requested.

As with last few years we continue to see additional pressures and challenges on general practice due to lack of GP capacity versus demand and a general dissatisfaction with waiting times for both GP and secondary care appointments. As a practice we constantly evaluate how we can mitigate against these factors whilst providing safe care in a challenging environment. In the year 25/26 we have fully integrated online triage working and have consistently encouraged patient feedback which has in the main been positive. We have also revisited the GP access survey and produced our own which has shown an improvement in our access performance.

We continue to train our staff to the highest standards to deliver first class customer service to our patients in a professional manner.

As a practice we do unfortunately encounter abuse to our staff, and whilst we recognise frustrations with the NHS generally, we do not tolerate any form of abuse to members of our team and have adopted a zero tolerance policy.

We hope that we will be able to continue to alleviate any concerns, address any issues and assure patients that the ethos of the practice is to always deliver the highest standard of patient care through these times.

Greenfield Medical Centre

May 2026.