

Healthcare Group Complaint Management Summary Report

In December 2014, the Complaints Management Policy was updated to take into account recommendations made by the General Medical Council to all Practices and to recognise the introduction of the role of the Responsible Office/Suitable Person in the Bailiwick. The additional inclusions were:

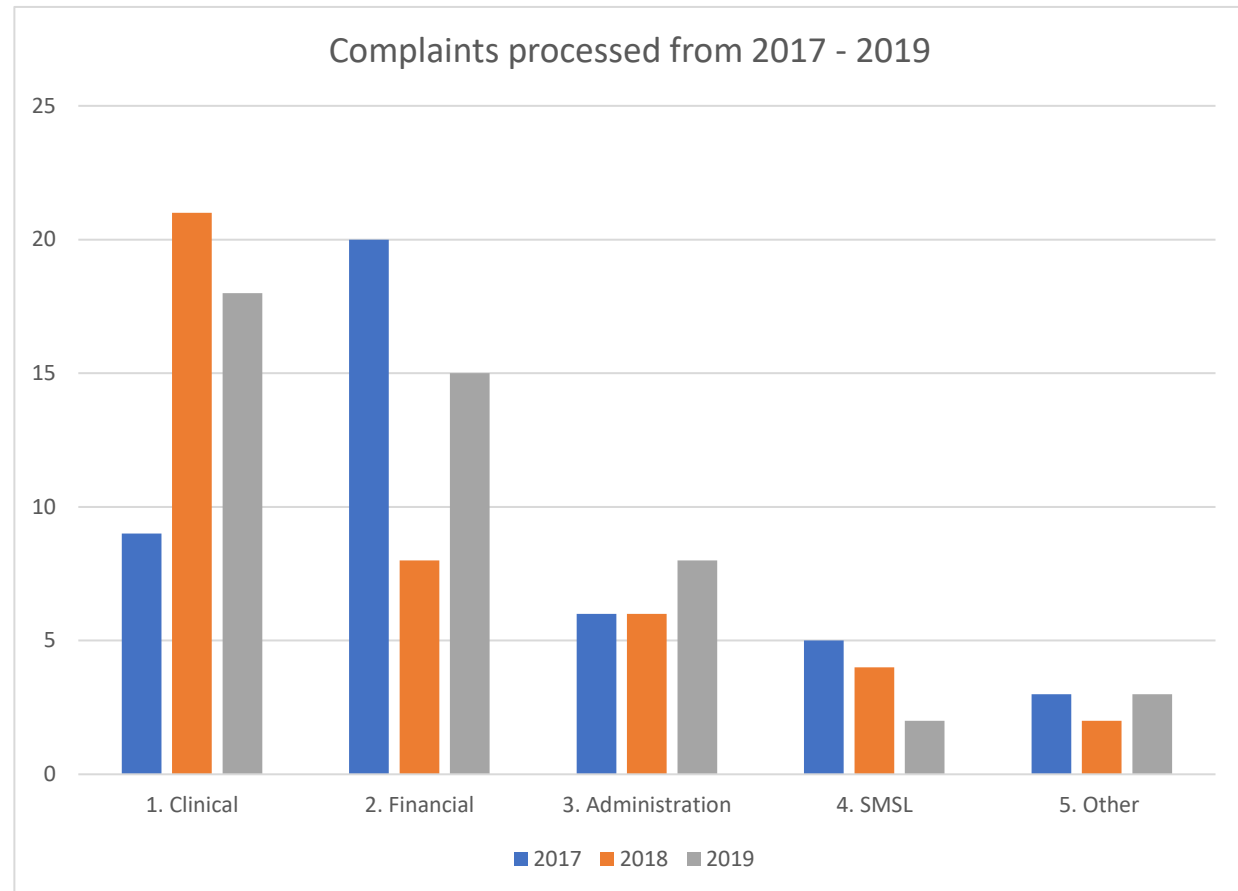
- Clinical matters to be investigated by the Practice Chair and administrative complaints to be investigated by the Complaints Manager.
- Face to face meeting to be offered to complainants, at a mutually convenient time for both parties.
- If complainant remains dissatisfied with response to enable them to escalate the complaint.
- The Responsible Officer is made aware of all clinical complaints on a quarterly basis.

All complaints are recorded in the following categories: Clinical, Financial, Administrative, Sarnia Medical Services Limited and Other. Sarnia Medical Services Limited is the company that employs the doctors who work in the Out Of Hours GP service. All SMSL complaints are recorded at the Practice if they relate to a patient registered at the Practice or a GP working for the Practice.

Please see below the total number of complaints received, investigated and responded to by the Healthcare Group from 2017 - 2019.

2017	2018	2019
43	41	46

The Healthcare Group strives to respond to all complaints with a duty of candour. All staff use complaints to reflect on their behaviour and practice. Policies and procedures are amended or changed when different learning outcomes are discovered when investigating complaints and are used to improve the service we provide as a Practice.



The above a bar chart shows the complaints by each category processed by the Practice for the last 3 years. It is encouraging to note the low levels of complaints in comparison with our current regular patient list population of over 26,500 patients.

Updated by Human Resources & Administration Manager: Morgan Le Prevost, January 2020