

## Annual Complaints Review April 2025 – March 2026

### Annual Review (May 2026)

#### **Summary**

Overall, we have seen an increase in the overall number of complaints, and volumes continue remain low in comparison to our list size of approx. 12,100 patients. With regard to processes, we continually monitor and adapt in response to feedback and strive to provide the best level of patient experience/expectation whilst managing the increased demand and the pressures the NHS in general has placed on us. All have been dealt with as they arise, and staff / clinicians involved made aware.

Of the 38 formal complaints received:-

- 2 were regarding care received at Practice
- 4 were regarding communication (with patients and specialist services)
- 4 were regarding medication queries
- 15 were regarding appointment availability/difficulties accessing appointments/continuity of care, follow-up and delay in annual review
- 9 were clinical consultations
- 4 were general processes, i.e. requesting reasonable adjustment, sick notes, concerns re reception, vaccination

During the same period, we also received 123 complimentary messages/emails and thank you cards, and gifts from patients/relatives of patients, other healthcare providers and staff, thanking the surgery and staff for all the work that they do. All of these were passed on to individuals or team concerned. This number did not include the lovely Friends & Family Feedback we receive on a monthly basis or the generous gifts (biscuits, chocolates, cakes) received on a regular basis from patients throughout the year.

Overall, volumes remain low in comparison with the number of patient contacts we have, cover a wide range of issues and there are no trends that raise any significant concerns. We continually monitor / adapt our processes and systems in response to feedback and strive to provide the best level of patient experience / expectation whilst managing the increasing demand.

Marie Ford, Practice Manager – May 2026