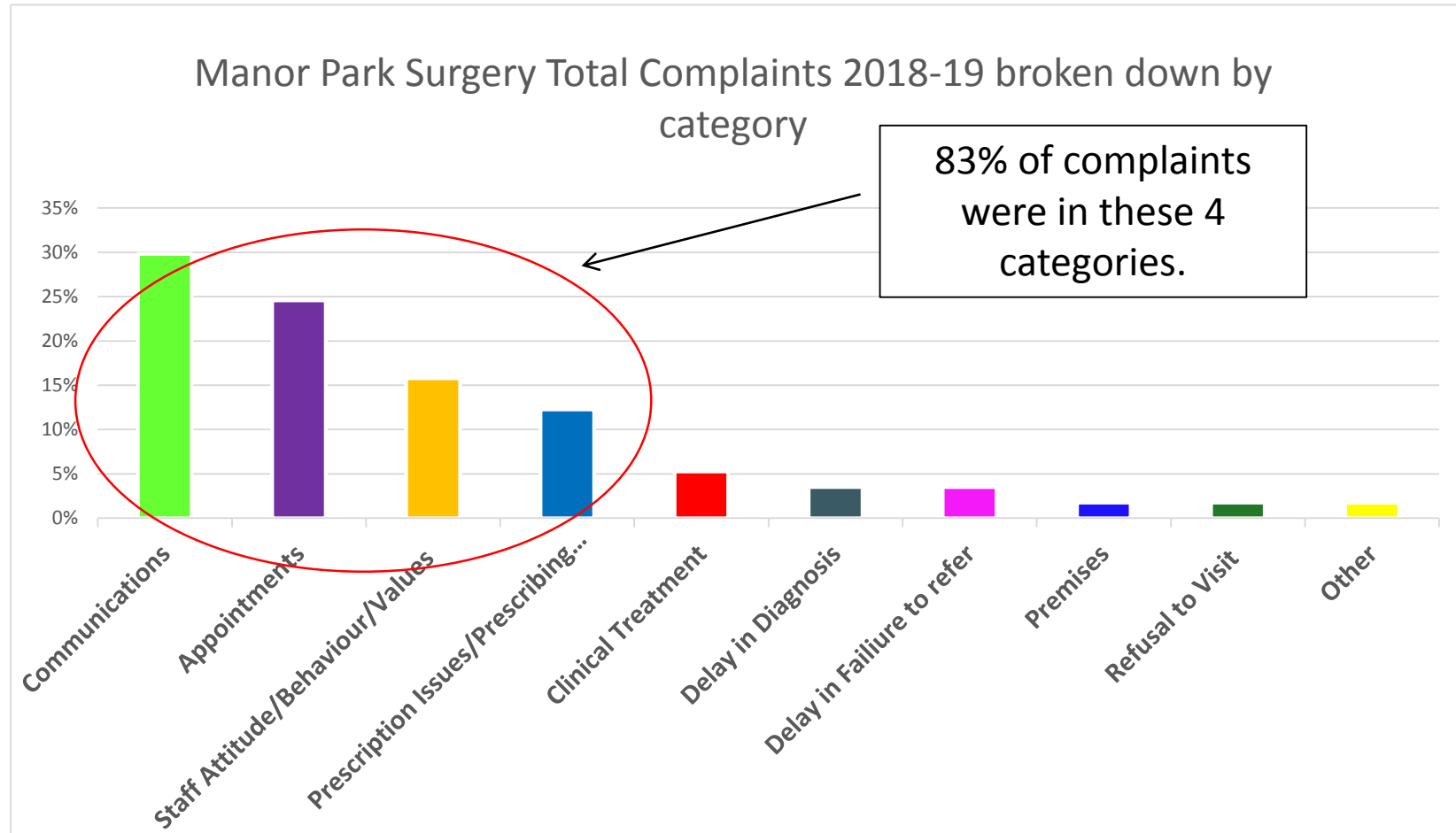


Complaints Analysis April 2018- March 2019

Manor Park Surgery

In 2018-19, we received 57 complaints and the chart below breaks down these complaints into categories



Our most complained about categories & what you said

➤ 30% Communications.

- Cannot get through on the phones.
- Long wait to get through on the phones.

➤ 25% Appointments.

- Unhappy at being sent to Shakespeare when could not get an emergency appointment.
- Dislike ticket system for appointments.
- Appointment system unfair to those who work fulltime.
- All appointments are gone by the time you get through on the phones.

Our most complained about categories & what you said continued..

➤ 16% Staff Attitude, Behaviour & Values

- Negative feedback regarding front line staff's customer service.
- Some negative feedback regarding consultations with clinicians.

➤ 12% Prescription Issues

- Items issued when not ordered.
- Appliance prescription sent to pharmacy and not to usual supplier.
- Prescription not issued from hospital communication.

What next?

We received a lot of feedback about:

1. Our Communications
2. Our Appointment System
3. Our Customer Service
4. Our Prescription Issues

We are undertaking a review of these issues and more..

We will feedback in due course!

