

## Learning from Complaints

We at HSS review complaints and hear what our dear patients say about their care. Below are some of the actions taken to improve on our care.

Service Area	You Said	We did
Waiting Room (waiting times)	'I waited in the Waiting Room for an appointment, for over 35 minutes, though I arrived on time'	We apologised for your wait. On investigation, we found that we had an emergency on the day you mention, hence the long wait. We have asked that our Reception Staff communicate more with patients in Waiting Room
Consultation	'I was not satisfied with the way my consultation went with the GP. I felt the time provided was not enough'	We apologised and patient was given more clarification about what was said in the consultation. We advised patient to inform Reception Staff if she has more than one problems in future, so adequate time <i>could</i> be given
Appointment	'My appointment was cancelled, even though I had booked weeks before'	On investigation, we found that the Nurse (a locum) booked for the day had an accident on the way to work, prompting the cancellation. We gave a follow-up call to update you and we were grateful for the concern showed to the Nurse on hearing about the accident.
Surgery	'You Reception staff did not give me adequate information'	We apologised and spoke to patient to ensure they were given all the information they needed. We then addressed this with the concerned staff member.
Surgery	'I wanted to make a verbal complaint. I didn't want it in writing because it was something that could be dealt with face to face. I was eventually forced to write one on prompt by your staff.'	Our staff felt they needed to strictly follow the Complaint Procedure, hence the mix-up. We have since updated them on the need to address complaints first hand if it can be dealt with at the first



## High Street Surgery

	It was a waste of my time and yours'	instance.