

**Dental practice:**  
Address

NHS England  
Quarry House  
Quarry Hill  
Leeds  
LSU 7UE

Dear Senior Partner and Practice Manager,

Date:

**Important action required: 2016/ 17 NHS complaints procedure – KO41b**

Classification: **OFFICIAL**. Pending SCCI/BAAS approval. **Gateway Reference:**  
06607

As you will be aware, the NHS has a statutory responsibility to collect service wide data on patient complaints so trends can be identified and we can demonstrate that the service is being responsive to patient feedback. Primary care providers are required to provide brief details of complaints associated with your NHS care by submitting a K041b return.

This information monitors written complaints by service, area and type received by the NHS each year. Please note that no personal information (information from which patients or others can be identified) is required.

The collection period for 2016/17 will run between Tuesday 9<sup>th</sup> May and Wednesday 7<sup>th</sup> June at 17:00.

This collection, which refers to complaints received between 1 April 2016 and 31 March 2017, is the first affected by changes following a consultation by NHS Digital. You may recall that we wrote to you in April last year explaining that NHS Digital had held a consultation on a number of proposed changes to the collection that would take effect for complaints received after 1<sup>st</sup> April last year. As a result, the collection taking place in May will be the first affected by these changes. A summary of the consultation and the resultant changes to the data collection can be found at: <http://content.digital.nhs.uk/article/6492/Primary-Medical-and-Dental-Care-Written-Complaints-Consultation-is-NOW-Closed-see-the-response-to-the-consultation-below>

You will see that whilst the number of service areas, subject areas and staff groups available for selection has increased, the categories better reflect the nature of NHS complaints, making it easier to complete and at the same time improving the quality of information held about complaints received in primary care.

The updated options for categorising complaints are attached as an appendix to this letter, however there are a few general points worthy of note:

- Unlike previous collections you will be able to select more than one subject area for each complaint received. In previous years you would be asked to select the subject area that best represented the complaint, whereas now you could select more than one (for example, where a complaint references attitude of practitioner and a misdiagnosis you can select both categories on the return).
- The number of staff groups able for selection (about who the complaint was made) has significantly increased to more accurately reflect the scope of professions involved in the delivery of primary care services.

Should you have any queries relating to the categorisation of complaints you have received during the year, please contact NHS Digital at [enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk)

### **What happens next?**

As in previous years the data collection will be done through an online form administered by the NHS Business Services Authority. You will receive an email containing a custom hyperlink that will take you to a form relating to your practice contract number(s).

All correspondence will be sent from [surveys@webhost.snapsurveys.com](mailto:surveys@webhost.snapsurveys.com) and [nhsbsa.dentalko41breturn@nhs.net](mailto:nhsbsa.dentalko41breturn@nhs.net), so please add these email addresses to your safe senders list to ensure you receive them.

The KO41b complaints form will only be available during the collection period. Guidance notes for completing the return will be made available on the NHS Digital website in due course.

If you need any further help regarding the KO41b Dental collection please email [nhsbsa.dentalko41breturn@nhs.net](mailto:nhsbsa.dentalko41breturn@nhs.net).

Yours sincerely

NHS England  
Regional head of primary care commissioning

**APPENDIX**

**Data fields for KO41b complaints return**

<b>Area</b>	<b>Data Item</b>	<b>Definition</b>
<b>Organisation Details and Summary Information</b>	Total Brought Forward	Number of complaints carried forward from last submission
	Total New	Number of new complaints received during the reporting period
	Total Resolved	Number of complaints resolved during reporting period
	Number Upheld	Of the resolved the number that were fully upheld
	Number Partially Upheld	of the resolved the number that were partially upheld
	Number Not Upheld	of the resolved the number that were fully not upheld
	Total Carried Forward	Number of unresolved complaints carried forward to next period
<b>Age of patient by or on behalf of whom the complaint is made</b>	Age 0-5	For the number of <b>new</b> complaints during the reporting period breakdown of age of patient
	Age 6-17	
	Age 18-25	
	Age 26-55	
	Age 56-64	
	Age 65-74	
	Age 75 and over	
	Age Unknown	
	Total all ages	
<b>Status of complainant</b>	Patient	For the number of <b>new</b> complaints during the reporting period breakdown by who is complaining
	Parent	
	Guardian	
	Carer	
	Other	
	Total	
<b>Subject Area</b>	Anaesthesia	For the number of <b>new</b> complaints during the reporting

	Appointment (Obtaining inc. 0844 numbers)	period breakdown by Service Area
	Appointment Availability/Length	
	Care Planning	
	Charging/ Costs	
	Clinical Treatment (inc. Errors)	
	Communications	
	Confidentiality (Breach etc.)	
	Consent to Treatment	
<b>Subject Area Staff Group</b>	Delay in Diagnosis	For the number of <b>new</b> complaints during the reporting period breakdown by Subject Area (there may be more than one subject area for each complaint received)
	Delay in Failure to Refer	
	Disability Issues (Access etc.)	
	End of Life Care	
	Equipment (Quality)	
	Failure to Diagnose	
	Follow-up Care	
	Hygiene (Equipment)	
	Hygiene (Hand etc.)	
	Inaccurate/Incorrect Records	
	Loss of Records	
	Loss of/Failure to Send Sample	
	Misdiagnosis	
	Out of Hours and other 'remote' service provision	
	Practice Management	
	Premises (inc. Cleanliness, Condition)	
	Prescribing Error	
	Prescription Issues	
	Privacy and dignity	
	Refusal to Allow Access to Records	
Refusal to Prescribe		
Refusal to Refer		

	Refusal to Visit	
	Removal from List	
	Repeat Prescription Process	
	Staff Attitude/Behaviour/Values	
	Surgery Hours	
	Treatment Not Available	
	Waiting Time for Appointment	
	Total	
	Admin Staff inc. Receptionist	
	Healthcare Assistant	
	Locum Practitioner	
	Other Care Professional	
	Pharmacist	
	Podiatrist	
	Practice Manager	
	Practice Nurse	
	Practitioner	
<b>Staff Group</b>	Therapist	For the number of <b>new</b> complaints during the reporting period breakdown by Staff Area - about who the complaint was made (may be more than one staff group for each complaint received)
	Total	