

**GP practice:**  
Address

Regional Team Name:  
NHS England  
Regional Address:

Dear 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 information 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. As with previous years the collection will be made using the NHS England Primary Care Webtool for General Practice [www.primarycare.nhs.uk](http://www.primarycare.nhs.uk).

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 increased to more accurately reflect the scope of professions involved in the delivery of primary care services.
- The number of service area categories has been increased to more accurately reflect the settings in which primary care services are delivered.

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).

Yours sincerely

NHS England  
Regional head of primary care commissioning

**APPENDIX**

**Data fields for KO41b complaints return**

Area	Data Item	Definition
<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 quarter
	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>Service Area</b>	Dental Surgery	For the number of <b>new</b> complaints during the reporting period breakdown by Service Area
	GP Surgery	

	Health Centre/Clinic	
	NHS 111	
	Patient's Home	
	Prison, Detention or similar	
	Residential/Care Home	
	Other Community Setting	
	Total	
<b>Subject Area</b>	Anaesthesia	For the number of <b>new</b> complaints during the reporting period breakdown by Subject Area
	Appointment (Obtaining inc. 0844 numbers)	
	Appointment Availability/Length	
	Care Planning	
	Charging/ Costs	
	Clinical Treatment (inc. Errors)	
	Communications	
	Confidentiality (Breach etc.)	
	Consent to Treatment	
	Delay in Diagnosis	
	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	
<b>Staff Group</b>	Admin Staff inc. Receptionist	For the number of <b>new</b> complaints during the reporting period breakdown by Staff Area
	Healthcare Assistant	
	Locum Practitioner	
	Other Care Professional	
	Pharmacist	
	Podiatrist	
	Practice Manager	
	Practice Nurse	
	Practitioner	
	Therapist	
	Total	