

Handling complaints checklist

from The MDU - Risk assessment for revalidation - part one

Do you have an in-house complaints procedure?
Yes
No

Have you a nominated member of staff to take responsibility for handling all complaints?
Yes
No

Are details of the practice complaints procedure:
- given in the practice leaflet
- displayed on a poster in the waiting room?
Yes
No

Do you respond to complaints promptly and appropriately?
Yes
No

Do you offer an apology to the patient when things go wrong?
Yes
No

If a patient dies, do you explain to the parents (if the patient is under 16) or next-of-kin the reasons for and the circumstances of the death?
Yes
No

Are staff trained to follow the practice's complaints procedure?
Yes
No

When dealing with a complaint do you consider taking advice from your medical defence organisation?
Yes
No

Do you audit complaints?
Yes
No

Do you report and analyse your complaints as part of an adverse incident reporting procedure?
Yes
No

Are you aware of the GMC and RCGP guidance about removing patients from your list?
Yes
No

When removing a patient from the list, do you usually tell the patient why the decision has been made?
Yes
No

Do you have a procedure to ensure the prompt handover of records when you discontinue care?
Yes
No

Do all GPs and other professional staff have insurance or discretionary indemnity?
Yes
No