



Summary of Complaints to assist in the preparation of the Annual Report – Notes

Under the provisions of the National Health Service (Pharmaceutical Services) Regulations 2005, pharmacy contractors are required to make arrangements for the handling and consideration of complaints. A mandatory part of these arrangements (the final major change introduced from 1 April 2009) includes the requirement for each pharmacy contractor to prepare an annual report for each year, ending 31 March.

This Annual Report must: -

- specify the number of complaints which the pharmacy contractor received;
- specify the number of complaints which the pharmacy contractor decided were well-founded;
- specify the number of complaints which the pharmacy contractor has been informed have been referred to the Health Service Commissioner¹ to consider under the 1993 Act; and
 - summarise the subject matter of complaints that the pharmacy contractor received;
 - summarise any matters of general importance arising out of those complaints, or the way in which the complaints were handled;
 - summarise any matters where action has been or is to be taken to improve services as a consequence of those complaints.

It is advised that each pharmacy contractor complete a **Complaint Record Form** as each complaint is received. From the Complaint Record Form, each pharmacy contractor will be able to extract the relevant data into this **Summary of Complaints Form**. This form will then serve to collate the data necessary to fulfil this part of the **Annual Report**. So, when the Annual Report is due to be produced, this data can be easily and quickly transcribed into the pharmacy's Report.

¹ If the pharmacy contractor has been informed the complaint has been referred to the Health Service Commissioner



Summary of Complaints to assist in the preparation of the Annual Report

| Number | Date Received | Subject of Complaint | Was complaint well-founded? | Learning Points arising from investigation | Action points to be implemented | Complaint referred to Health Service Commissioner ¹ |
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