

Freedom of Information Request	FOI 21-289	26 <sup>th</sup> July 2021
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**1. How many complaints has the health board received about receptionists in the past 5 years? With figures for each calendar year?**

Year	Total
2017	15
2018	26
2019	32
2020	27
2021 (to date)	24

**2. Where possible, can you please tell me what the nature of the complaints were? If the complaints are split into categories for example and what they are if so?**

Unfortunately, complaints are not split into further categories on the Health Boards Complaints Reporting System (Datix). However, the main themes relating to receptionists behaviour are:

- Rude, unhelpful, disinterested.
- Delay in being seen
- Attitude of reception staff
- Car parking
- Processes for dealing with COVID patients
- Receptionists obstructing patients booking appointments
- Confidentiality

**3. What action was taken following the complaints?**

All complaints are investigated and responded to in line with Putting Things Right.

Complaints relating to Independent Contractors are sent to the relevant practice (with the appropriate consent) to investigate and respond.