

HOMeward PHARMACY ANNUAL NHS COMPLAINTS REPORT

This report is produced in accordance with the requirements of the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.

Each pharmacy contractor must prepare an annual report for each year, ending 31 March, which 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 Commissioner to consider under the 1993 Act; and
- summarise—
 - the subject matter of complaints that the pharmacy contractor received;
 - any matters of general importance arising out of those complaints, or the way in which the complaints were handled;
 - any matters where action has been or is to be taken to improve services as a consequence of those complaints

The annual report must be available to any person on request.

The pharmacy contractor must also send a copy of its annual report to the local NHS Team as soon as reasonably practicable after the end of the year to which the report relates.

NHS Area Team	Arden, Herefordshire And Worcestershire Area Team		
Pharmacy details	Contractor: D+M Gompels	Trading Name: Homeward Pharmacy	ODS code: FL377
	Address: Homeward Pharmacy CEVA logistics Wainwright Rd Redditch WR4 9FA		

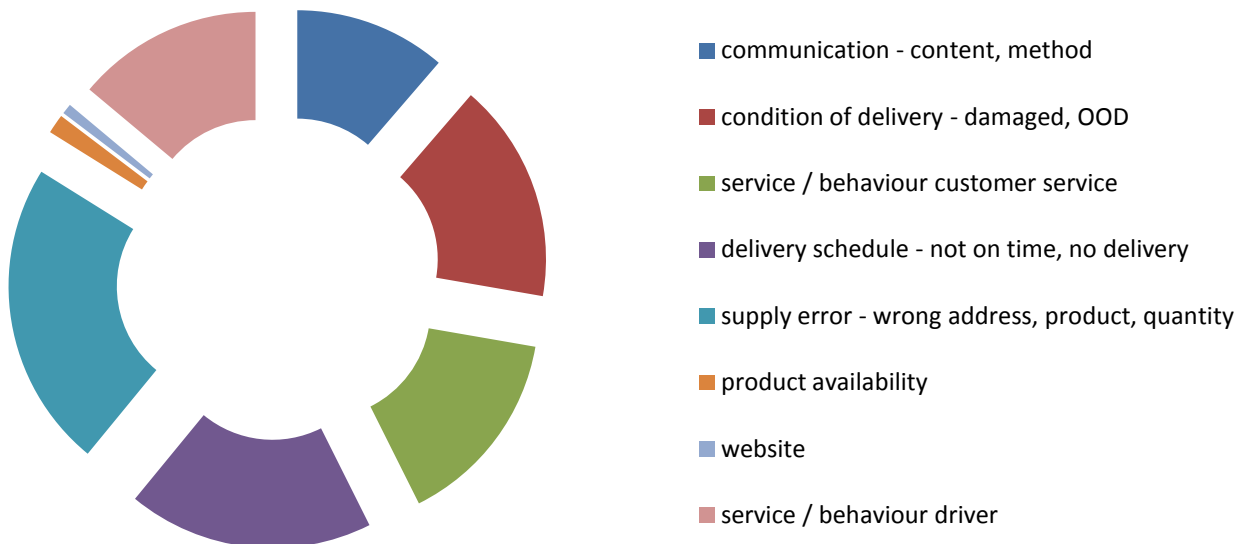
Specified details required 2017-2018	
Number of complaints which the pharmacy contractor received relating to pharmacy services, all of which were considered as well-founded since they resulted in a complaint	1062 <i>(<0.15 percent of items delivered)</i>
Number of complaints the pharmacy contractor has been informed have been referred to the Health Service Commissioner to consider under the 1993 Act	None

Report of complaints received relating to pharmacy services provided by Homeward Pharmacy from 1.4.2017 to 31.3.2018

Homeward Pharmacy operates as a distance-selling community pharmacy and delivers monthly to NHS patients across the UK over 60,000 feed items, as part of Nutricia's enteral feed home care service and as a provider of NHS pharmacy services. Customer care, complaints and delivery service are managed by Nutricia, under contract with D+M Gompels and the guidance of the pharmacy governance lead. All other pharmaceutical services are provided by the pharmacy team.

Every complaint received is reviewed and responded to in line with National Health Service (Pharmaceutical Services) Regulations 2015 and used to encourage continual improvements to Homeward Pharmacy services with respect to patient safety and meeting customer expectations. By following policy and processes, Homeward Pharmacy aims to ensure that:

- Complaints are dealt with efficiently
- Complaints are properly investigated, throughout all areas of the supply process
- Complainants are treated with respect and courtesy
- Complainants receive, so far as is reasonably practical
 - Assistance to enable them to understand the complaints procedure with verbal explanation and use of complaints leaflet where appropriate
 - Advice on where they may obtain further assistance, escalating the complaint as appropriate
- Complainants receive a timely and appropriate response
- Complainants are told the outcome of the investigation of their complaint
- Any necessary action is taken on an individual basis
- Trends are monitored and assessed as an aggregate at regular meetings in order to identify areas for improvement



Summarised subjects	Matters of general importance arising	Action take to improve services
Customer service	Service provided not to expected standard(0.02%)	Development to patient database enables better access to accurate information for staff and Healthcare Professionals (HCPs).
		Customer Service Teams aligned with geographic areas to encourage better relationships with patients
Deliveries and delivery schedule	Timing of deliveries(0.03%)	New CRM patient interface; text stock-check service; more delivery time options; current delivery location and status - introduced to offer more patient choice and up-to-date information about deliveries.
	Condition of delivery(0.02%)	Improved packaging; training for pickers on standards expected; MDT with facility to photograph 'left as instructed'
	Service from driver (0.02%)	Third party delivery partner 2-way feedback improved.
	Delivery not as expected (0.03%)	Additional introductory call to explain service provided; MDT tracking to identify incorrect deliveries; better communication about 'out of stock' items.
Information provided	Information about services or products provided (0.02%)	Nutricia and Pharmacy websites updated to improve patient experience. Clearer guidance to Nutricia staff on when to refer to the pharmacist. Pharmacy patient information leaflet updated.