



## **Patient Experience**

# **Compliments, Comments and Complaints Report**

**2024**

## Introduction

**Ozone Health is committed to ensuring continuous improvement in patient experience and in the overall quality of care that we provide.**

To support this, we gather information on patient experience from many different sources, and work with patients, carers, and external stakeholders to ensure that the services we provide are responsive to the needs of our population.

## Background

Ozone Health Ltd (*previously Clinical Collective Ltd [Clinical Partnership] and The World Healthnet Ltd*) aims to ensure that all the health services it provides, commissions, contracts for and maintains are of the highest quality and good customer care is at the heart of the company's success.

Feedback and Complaints are an invaluable tool in ensuring the service aims are achieved and are an integral part of its quality and safety procedures.

Ozone Health welcomes any complaints, comments, compliments, or suggestions for improvement as a positive tool in continuing self-improvement.

We are committed to resolving complaints in as timely, helpful, and informal way as possible. Making a complaint can be a difficult decision and the complainant may be anxious about how this will affect their future care. Ozone Health guarantees that any care or service it provides will not be affected by any complaint or feedback that has been made. Extra care will be taken to ensure that the most vulnerable of the services complainants are reassured that their concerns are listened to and acted upon. Fairness, kindness, impartiality, and speedy resolution will underpin all procedures as part of its quality and safety ethos.

## Delivery 2024

In 2024, we delivered



37,094

Episodes of Care

and received



4,512

pieces of Patient Feedback

\*Episodes of care could be a new or follow up tele-referral

## Patient Feedback



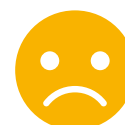
3,403

positive responses



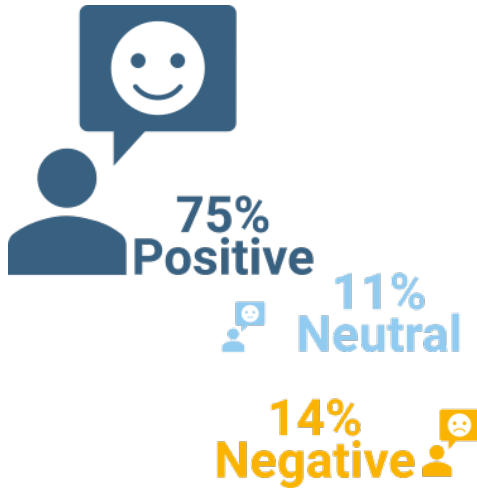
474

neutral responses



635

negative responses



This report provides an overview of the feedback we received during 2024. To meet the requirements of The National Health Service Complaints (England) Regulations (2009), it provides an analysis of complaints received; alongside this we have included in this report an overview of concerns raised.

Given the relatively small number of complaints, the breakdowns contained in this report do not indicate that we have cause for concern in those areas. However, we take every complaint seriously and use this as an opportunity to generate insight to improve access, quality, and outcomes for our patients.

## Compliments and Plaudits

Ozone Health received 3,403 compliments/plaudits in 2024. The majority of these plaudits (1,772) were generated by positive responses expressed in the Friends and Family Test (FFT), and the rest (1,631) from quarterly service questionnaires. Feedback received via the Patient Experience Team is shared with the staff/team(s) involved and recorded on the relevant system.

As a part of our service questionnaires, we invite patients to comment on the service they received. In 2023, 1,049 of our patients opted to leave feedback in this way, with 748 of these (71%) comments being considered positive, although the majority of negative comments were regarding hospital wait times or a delay in response from the GP Surgery (which we have tried to remedy with sending patients a text message when their outcome is available). Patient waiting times is out of our scope but we try where possible to communicate current waiting times.

Regarding the positive feedback, regular themes that were mentioned in patient comments were the **speed** of the service (>400 mentions), the **convenience** of the service (>200 mentions) and the **quality** of the service (>550 mentions).

## Complaints Received in 2024

In 2024, we received one complaint, via a GP practice. This follows our trend over the last five years of receiving very minimal complaints about our service.

The table below is a breakdown of the complaints by primary subject, along with a comparison of the primary subjects reported in last year's annual report (from 2020 onwards).

Activity	2020	2021	2022	2023	2024
Clinical Treatment	1	0	0	0	0
Communications	0	2	0	0	0
Values & Behaviours (Attitude)	0	0	0	0	1
Appointments	1	0	0	0	0
Administration	0	0	0	0	0
Access to Treatment/Drugs	0	0	1	0	0
Patient Pathways	0	0	0	0	0

## Complaint Compliance

The National Health Service Complaints (England) Regulations (2009) set out the rights of complainants to receive an investigation and formal response to their complaint in an appropriate and timely timescale. Ozone fully met the national requirement to formally acknowledge the complaint received within 72 working hours.

In addition, we have set ourselves two locally agreed timescales by which we aim to formally respond 4 weeks for non-complex complaints and 3 months for complex complaints, which we also achieved in response to the complaint.

## Reopened Complaints

Ozone Health reopened no cases in 2024.

## Parliamentary and Health Service Ombudsman (PHSO)

The PHSO make final decisions on complaints that have not been resolved locally by an NHS provider, and they do this fairly and without taking sides.

Ozone Health had no cases submitted to the PHSO for 2024.

## Upheld Complaints

Ozone Health treats all complaints as important and takes the opportunity to provide an apology to the complainants, for their experience of care and as a learning opportunity. The outcome codes we use are a variant of those used by regulatory bodies including NHS England and the PHSO. The following table sets out complaints closed (new complaints received and reopened complaints) by outcome in terms of numerical and percentage values:

Outcome	Count	%
Investigation Completed, Apologies Required and Actions/Learning Identified (Upheld)	1	100
Investigation Completed, Apologies Required but No Actions or Learning Identified (Partially Upheld)	0	NA
Investigation Completed, No Actions or Learning Identified (Not Upheld)	0	NA
Other*	0	NA
<b>Totals</b>	<b>1</b>	

## Looking Forward/Actions 2025

- 1) Continue to send regular surveys to our patients to invite them to feedback on the service received.
- 2) Continue to aim for a low number of complaints, and when complaints are received, to ensure to respond within the 72-hour window.
- 3) Continue to share and distribute feedback, and support teams with local ownership and learning objectives for any complaints received.
- 4) Work closely with our development team to enhance our platform based on the feedback from our stakeholders.