**Compliments Policy**

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| **Version:** | **Review date:** | **Edited by:** | **Approved by:** | **Comments:** |
| v1.0 | 05/03/2024 | Sultan Mohamed | Munira Mohamed |  |
|  | June 2025 |  |  | Next review |
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# Introduction

Policy statement

The purpose of this document is to provide guidance to Sheerwater Health Centre regarding the receipt and processing of compliments. A compliment is an expression of approval or respect.[[1]](#footnote-2)

Sheerwater Health Centre is committed to delivering the highest standard of care to its patient population. The organisation welcomes feedback from patients and/or carers; feedback can be both complimentary as well as suggesting a need for service improvement.

The organisation believes that, by ensuring robust procedures relating to the management of complaints and compliments, a balanced picture of how well the organisation is performing can be evidenced.

Staff should also refer to any local Standard Operating Procedures relating to the receipt and processing of compliments at Sheerwater Health Centre.

This policy should be read in conjunction with the following:

* **Complaints Procedure**
* **Significant Event Policy**

The following supports this policy:

* [GP Mythbuster 3: Significant Event Analysis](https://www.cqc.org.uk/guidance-providers/gps/gp-mythbuster-3-significant-event-analysis-sea)

## Status

The organisation aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a disadvantage over others, in accordance with the [Equality Act 2010](https://www.legislation.gov.uk/ukpga/2010/15/contents). Consideration has been given to the impact this policy might have regarding the individual protected characteristics of those to whom it applies.

This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of your contract of employment.

# Submission of compliments

At Sheerwater Health Centre, if patients wish to submit a compliment, they can do so by any of the following routes:

* Verbally in person to any team member
* Via the organisation website [www.sheerwaterhealthcentre.nhs.uk](http://www.sheerwaterhealthcentre.nhs.uk)
* By contacting a member of the team by phone 01932 343524
* By completing a hard copy of a compliments form - see [Annex A](#_Annex_A_–)

# Process

## Responsibility

The person/s with responsibility for overseeing the management of compliments at Sheerwater Health Centre is Nine Taylor, the practice manager.

## Acknowledgement of receipt

Sheerwater Health Centre recognises the time taken by the person to offer a compliment to the staff member and/or organisation team.

Positive feedback will be acknowledged appropriately within a short period of time.

## Collation of feedback

All compliments will be collated by Nine Taylor, the practice manager and centrally logged. An example of a compliments log can be found in [Annex B](#_Annex_B_–).

## Feedback to the team

Details of any compliment will be passed to the named team members. Identifying information will be redacted before sharing with the wider team. At Sheerwater Health Centre, positive feedback is shared via email or in practice meetings.

## Sharing outside of organisation

Positive feedback can be used to promote the organisation and helps to give those using the service a more balanced view of the quality of the service provision. It is vital that good practice is recognised by the patient population.

Compliments will not be shared outside of the organisation without the express permission of the person giving the compliment. Identifying details will be redacted unless the patient expressly permits the use of their name.

Having gained consent, compliments may be shared using any of the following methods:

* **Organisation website** – placing compliments alongside related content on the website, e.g., access, results
* **Information screens** – patients will be encouraged to feedback via audio-visual screens in waiting areas (alongside information relating to the complaints process)
* **Newsletters** – incorporating regular updates summarising compliments received, themes and congratulating any named members of the team
* **Events** – compliments will be incorporated into any event displays, e.g., recruitment shows
* **Advertising** – any advertising promoting the service may include evidence of positive feedback

To ensure all feedback is relevant, any compliments shared on a public space will be dated and will be removed (no later than) three months following submission.

## Quality improvement

On receipt of a compliment, Nine Taylor, the Practice Manager will cross-reference the content against complaints received. Where there is evidence of service improvement following negative feedback, this will be noted and evidenced during future [CQC inspections.](https://www.cqc.org.uk/what-we-do/how-we-do-our-job/what-we-do-inspection)

Collated positive feedback will be presented at periodic practice meetings reviewing significant events and used to reflect and learn.

Where best practice is identified, this will be disseminated to the relevant teams via team meetings, one-to-one reviews.

# Staff performance and revalidation

## Named staff members

Named staff members will be informed in writing of the compliment by their line manager and a redacted copy of the compliment will be retained in their personnel file and referred to at annual appraisal.

## Clinical revalidation (registered professionals)

Supporting information required for clinical revalidation includes feedback on clinical practice with the appraisers looking for evidence of how others perceive the quality of the clinician’s care. This evidence can include any compliments received from patients and/or their carers.

Compliments received on behalf of a clinician will be redacted and held in the clinician’s record for submission at appraisal.

# Encouraging positive feedback

At Sheerwater Health Centre, staff are all too aware of the hostile headlines regarding primary care in the media. The organisation will do everything it can to balance this view by promoting and encouraging positive feedback.

Patients who express that they are pleased with the levels and quality of care will be encouraged to give this feedback formally, either via the [NHS website](https://www.nhs.uk/service-search/find-a-gp) or Google reviews. This will be in addition to the **friends and family survey** promoted to patients.

# Summary

Sheerwater Health Centre recognises the importance of feedback in improving team morale, creating a sense of positivity in the workplace and providing meaningful feedback to enable improvement in service provision.

# Annex A – Compliment form

**Compliment Form**

Thank you for taking the time to give the team at Sheerwater Health Centre a compliment. We really are very grateful.

|  |  |
| --- | --- |
| Patient details | |
| Surname |  |
| Forename |  |
| Phone |  |
| Email |  |

|  |  |
| --- | --- |
| Compliment details | |
| Date |  |
| Staff member (if applicable) |  |
| Contact number |  |
| Email |  |

|  |  |
| --- | --- |
| Subject of compliment | |
| Date |  |
| Staff member (if applicable) |  |

|  |
| --- |
| Summary of compliment |
|  |

|  |  |
| --- | --- |
| Consent to share | |
| I am happy for this to be shared with the team at Sheerwater Health Centre |  |
| I am happy for this feedback to be publicised (anonymised) |  |
| I am happy for this feedback to be publicised (named) |  |

**One more BIG favour…**

Any positive feedback received helps to give other patients a more balanced view of the service we provide.

We would be enormously grateful if you could leave this positive feedback on our public-facing pages:

[Overview - Sheerwater Health Centre - NHS (www.nhs.uk)](https://www.nhs.uk/services/gp-surgery/sheerwater-health-centre/XH81123)

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# Annex B – Compliment log

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Ref No | Date received | Summary | Ackn. | Passed to recipient | Copy taken | Redacted | Logged SEA | Link to complaint? (ref) | Consent to share | Publicised  (location) |
| *POS1* | *10.07.2022* | *Nurse customer care* | *11.07.2022* | *11.07.2022* | *Yes* | *Yes* | *11.07.2022* | *COM2444* | *Yes* | *Website* |
|  |  |  |  |  |  |  |  |  |  |  |
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1. [Cambridge Dictionary](https://dictionary.cambridge.org/dictionary/english/compliment) [↑](#footnote-ref-2)