

In answer to your further questions please see below:

- a) Are all complaints recorded, numbered and stored in a database?

Yes

- b) If and when responded to, are all complainants advised of the complaint reference number and that it is recorded on the database?

It is not felt that there is a need to advise complainants of the reference number. Complainants are not advised that their complaints are stored on the database.

- c) If the complainant replies to the practice letter and the practice responds again, ad infinitum, are these replies and responses all stored within the database under the original complaint number?

Yes

- d) Is that database linked to the NHS Digital or another higher level body within the NHS?

Complaints are submitted annually via the K041b complaint audit which all practices submit. Patient names and other demographics do not form part of this audit to preserve confidentiality.