

ANNUAL COMPLAINTS REPORT: 2021-2022

1. ACRONYMNS			
CCG	Clinical Commissioning Group	IFR	Individual Funding Request
CHC	Continuing Healthcare	KPI	Key Performance Indicator
EEAST	East of England Ambulance Service Trust	MP	Member of Parliament
ENHT	East and North Hertfordshire NHS Trust	MSK	Musculoskeletal
ENHCCG	East and North Hertfordshire Clinical Commissioning Group	NHS	National Health Service
GP	General Practitioner	NHSE	NHS England
HEH	Hertfordshire Eye Hospital	NICE	National Institute of Clinical Excellence
HCT	Hertfordshire Community Trust	PAH	Princess Alexandra Hospitals Trust
HPFT	Hertfordshire Partnership Foundation Trust	PALS	Patient Advice and Liaison Service
HUC	Herts Urgent Care	PHSO	Parliamentary and Health Service Ombudsman
HVCCG	Herts Valleys Clinical Commissioning Group	Q1...	Quarters 1, 2, etc.
ICS	Integrated Care Systems	WECCG	West Essex Clinical Commissioning Group
ICB	Integrated Care Board		

2. INTRODUCTION

During 2021/22 East and North Hertfordshire CCG continued to be committed to providing patients, their families and members of the public with the opportunity to raise concerns and share their experience relating to any service provided or commissioned by the CCG. This is a fundamental mechanism through which to understand the level of care being provided to patients and the feedback is a key opportunity for commissioners and other organisations to learn and improve.

The purpose of this report is to;

- Provide information regarding the numbers and themes of complaints investigated by ENHCCG during 2021/22 (Section 3.1 -3.3)
- Show examples of lessons learned from complaints that will be used to improve our processes going forward (Section 3.4)
- Provide assurance that ENHCCG followed its complaints policy and best practice when investigating and responding to formal complaints (Section 3.7)

- To report achievement against the CCG’s action plan to improve complaints handling in 2021/22 and set out actions for continuation in 2022/23 (Section 3.9)

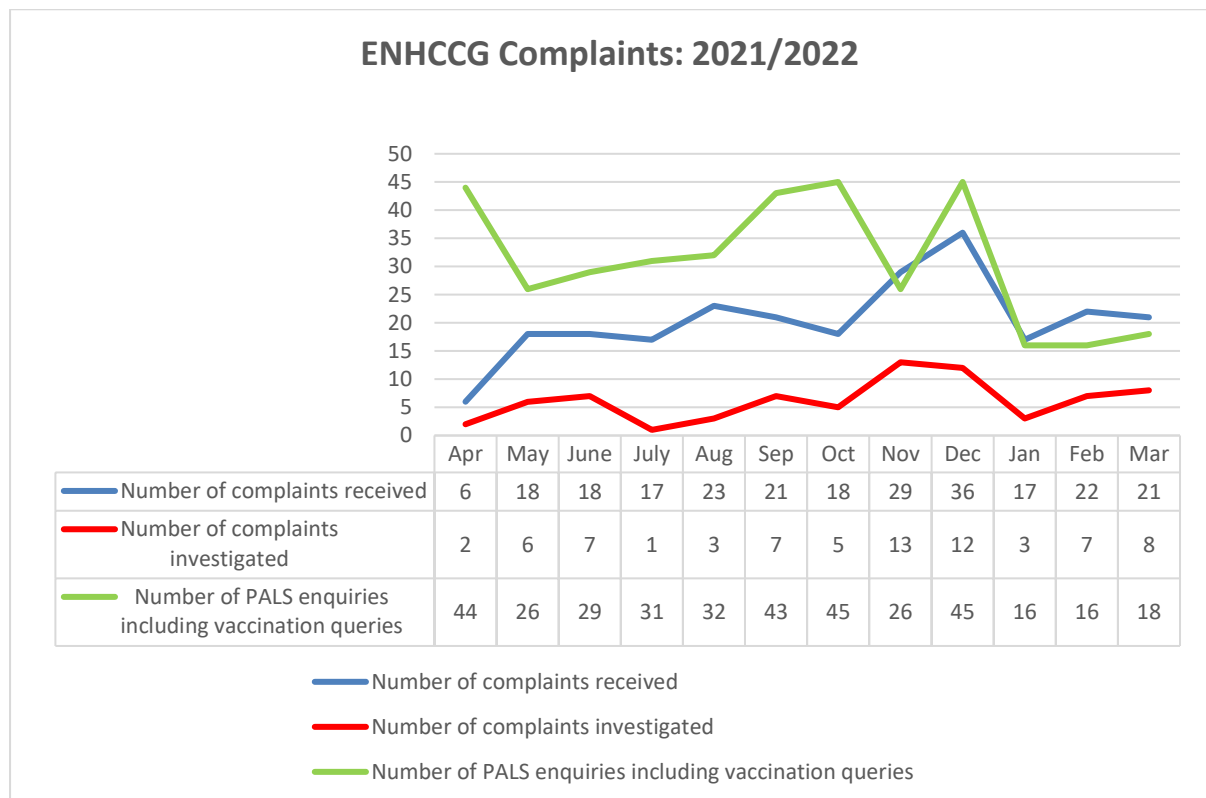
Complaints about CCG responsibilities included issues in relation to commissioning decisions about services, service providers, Individual Funding Requests (IFR) and National Health Service (NHS) funded Continuing Healthcare (CHC) process and decisions. ENHCCG provider organisations are responsible for managing their own services and complaints however ENHCCG provided support and advice where required as well as co-ordinating complex or multi-organisational complaints where appropriate.

All formal complaints received were fully investigated in accordance with the CCG Complaints and Concerns Policy. Complaints and their responses in 2021/22 were reviewed and scrutinised by ENHCCG’s Managing Director. Bi-annual reports regarding ENHCCG complaints and handling, as well as provider complaints were discussed at the CCG’s Quality Committee, a sub-committee of the Governing Body. The Committee had delegated responsibility for reviewing complaints by ENHCCG’s Governing Body.

3. ENHCCG Complaints

3.1 Complaints and Patient Advice and Liaison Service (PALS) Figures: 2021/22

The following table details the number of Complaints and PALS received by ENHCCG



****Number of Complaints Investigated includes MP Enquiries****

During 2021/2022 ENHCCG received 246 complaints relating to ENHCCG patients. Of those 246 complaints, 74 were investigated by ENHCCG; including 59 Member of Parliament (MP) enquiries. The remaining 172 complaints related to ENHCCG provider organisations or other CCGs and therefore the

complaints were directed to the appropriate provider or CCG complaints team to take forward. During the same time period 371 PALS enquiries were also received.

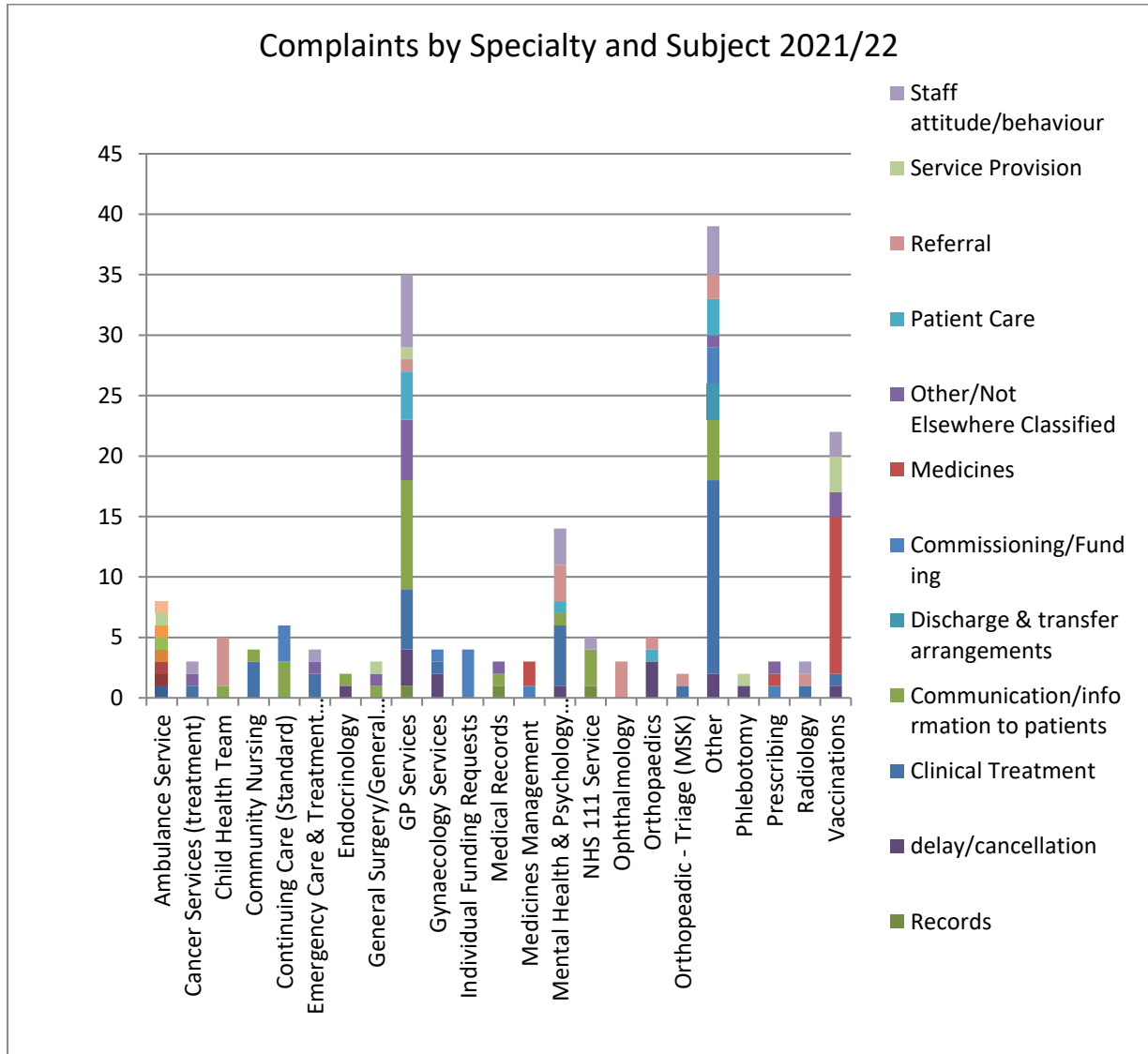
The number of complaints received and investigated in 2021/2022 was 74 and this was an increase compared to the 55 investigated in 2020/21. There was an increase in Q2 and Q3 with December being the busiest month. Most of the complaints received at this time were related to Covid-19 vaccination enquiries and Hertfordshire Eye Hospital (HEH). Common themes of other investigated complaints during the reporting year were similar to the previous year, largely relating to CHC and IFR. Please refer to section 3.2 for further information regarding themes and trends.

There were 371 PALS enquiries in 2021/22, an increase compared to the previous year when the CCG received 197. The CCG receive a lower number of PALS enquiries compared to provider organisations; and the majority of PALS enquiries received are passed on to provider organisations for response. During 2021/2022 the CCG did receive a high volume of vaccine related queries related to the Covid-19 vaccination programme. The Nursing and Quality Team worked closely with both the Communications Team and the Pharmacy and Medicines Optimisation Team to address the queries received.

3.2 Themes/Trends

Please find below a graph detailing the main specialities and subjects for ENHCCG Complaints investigated.

Complaints by Subject and Speciality

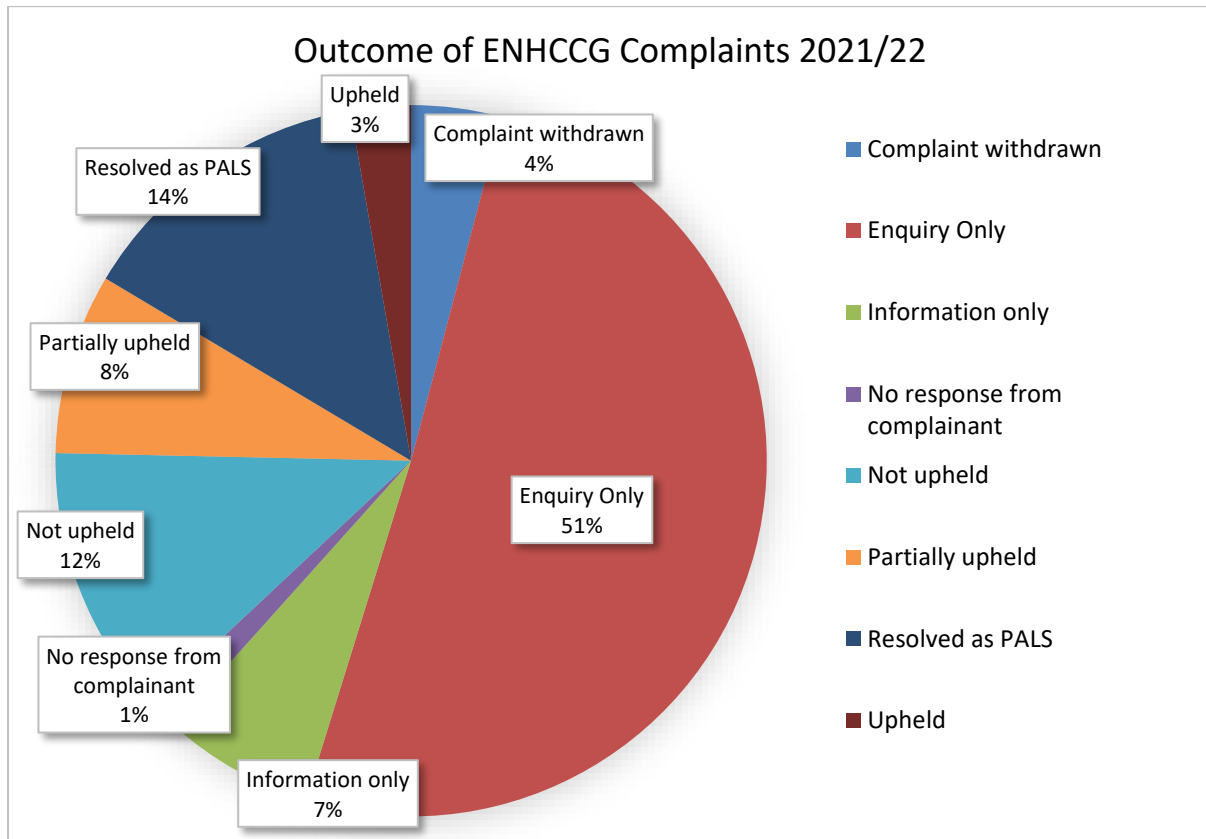


The majority of investigated complaints during 2021/22 have related to Covid-19 vaccinations and GP services. Most vaccination concerns related to availability of the vaccines, vaccinations for housebound patients and general communications around the vaccination programme. Those relating to GP services included concerns raised around arranging phone or video appointments instead of seeing patients face-to-face.

During 2021/22 the CCG continued to receive a number of complaints relating to HEH. There were also a small number of complaints regarding CHC including communication. Additionally, a small number of complaints were raised regarding IFR. The complaints relating to IFR were mainly around patient's dissatisfaction with funding not being approved.

3.3 Complaint Outcomes

Please find below a graph detailing the outcomes of ENHCCG investigated complaints.



58% of complaints in 2021/22 were closed as Enquiry Only or Information Only. This relates to communication, primarily from MPs, where the CCG has been asked to provide further information about a specific area. In such cases a formal complaint investigation is not undertaken and therefore it is not possible to provide an outcome. However the communication was recorded and triangulated along with other patient experience data to provide essential data to the CCG to support commissioning priorities and service improvement.

11% of complaints in 2021/22 were either upheld or partially upheld; this an increase to the previous reporting year of 7%.

3.4 Learning

Many complaints related to Covid-19 vaccination queries and for these complaints the CCG ensured feedback was given based on current National guidance. Whilst there was no specific learning from these, patient feedback is taken into account when making commissioning decisions.

Another common area of complaints related to the closure of HEH and the lack of handover. Learning has been identified for relevant teams in the CCG in terms of communication. Complaints received in regards HEH have highlighted the need for early and clear communication with patients when a service ceases. This learning has been shared and will be taken forward by the relevant teams.

3.5 Parliamentary and Health Service Ombudsman (PHSO)

During the 2021/22 reporting year, there were no cases reviewed by the PHSO.

The CCG did receive a request for information regarding one case related to funding for rehabilitation and physiotherapy and a response was sent. No further request was received.

3.6 Independent Review

There have been no independent reviews in 2021/22.

3.7 ENHCCG Complaints Handling

ENHCCG's complaints handling Key Performance Indicator (KPI) for 2021/22 is as follows;

METRIC	THRESHOLD	Q1	Q2	Q3	Q4	2021/22
All complainants to be acknowledged within 3 working days	100%	100%	100%	100%	100%	100%
Complaints to be responded to within the agreed timeframe	90%	86%	91%	93%	83%	89%

The KPI for acknowledgement within 3 working days has been met in 2021/22 for Q1-Q4.

In regards to the KPI for complaints responded to within the agreed timescale, the lower percentages recorded across Q1 to Q4 relate to 8 individual cases that breached timescales. For 3 cases there was a delay within the CCG in the response process and for five cases the CCG was waiting for information from another organisation which was delayed.

The KPI for responding within the agreed timeframe has not been met this reporting year at 89% (against a target of 90%) this was a decrease compared to 2020/21 (95%), the team would like to improve on this and ensure that this standard is met throughout the coming year. This will be achieved by regularly auditing open cases and team discussions.

3.8 Long-standing Complaints

Following on from the previous update provided in the 2020/21 annual report, there have been no new long-standing complaints. ENHCCG had no further long-standing complaints that were opened for more than six months.

3.9 Areas for Improvement

ENHCCG committed to undertaking a series of actions in 2021/22 to ensure continual improvement of complaints handling within the organisation. Progress against the actions has been detailed in the following table.

2021/22 Priorities		
ACTION	PURPOSE	OUTCOME
Work with organisations within the Integrated Care Systems (ICS) to ensure standards are consistent and policies aligned as far as possible.	To ensure consistency in processes across the County in preparation for aligning policies within the ICS.	A shared complaints policy is now in place across ENHCCG and Herts Valleys Clinical Commissioning Group (HVCCG). A draft has been drawn up for a shared policy including with West Essex Clinical Commissioning Group (WECCG).
Work to develop links and relationships with providers to ensure effective communication and support in ENHCCG investigated complaints.	To ensure relationships are maintained and key contacts are established to support obtaining information for investigations where needed.	The team continues to strengthen relationships with providers and ENHCCG has a named contact within each of the main providers. Work has been underway with the HVCCG and WECCG to share information and contacts regarding providers.
Implementation of call recording across CCG teams that generate higher levels of patient contact (Clinical Funding Team, CHC Team) as well as the Patient Experience and Safety Team, to ensure patient phone calls are managed appropriately, and staff are protected when handling challenging calls.	To ensure there is a mechanism in place to record and ensure phone calls are managed appropriately and staff are protected when handling challenging calls.	This action has been put on hold due to the pandemic due to volume of home working, and the CCG entering business continuity measures across our core services. This will be reviewed during 2022/23 as part of the wider work across the ICS. ENHCCG adopted the HVCCG Violence and Aggression at Work policy to further support staff within the CCG when dealing with challenging behaviour from patients and the public.

The following areas have been identified as priorities for the team in the coming year:

2022/23 Priorities		
ACTION	HOW WILL IT BE ACHIEVED?	TIMEFRAME
To ensure patient feedback processes are aligned across the three 3 CCGs as Hertfordshire and West Essex Integrated Care Board (ICB) from 1st July 2022	<ul style="list-style-type: none"> • Align patient feedback processes across the team including the development of Standard Operation Procedures (SOPs) • Develop an ICB Patient Feedback policy • Develop SOPs to gather protected characteristics and ethnicity data sensitively from complainants/concerns. • Develop SOPs to gather feedback from patients/other enquirers regarding their experience of the ICB Patient Experience Team process and the handling of their query. • To ensure the Datix system is aligned • To explore aligning telephone systems 	2022/23
Share lessons learnt from Complaints	<ul style="list-style-type: none"> • To begin recording lessons learnt and changes to practice in Datix for ICB learning. • Reflection sessions for team development to improve the quality of formal responses. • To ensure team wellbeing is in place, staff are supported and have opportunity to reflect on cases. 	2022/23
To ensure timescales are adhered to for complaint responses.	<ul style="list-style-type: none"> • To ensure regular auditing of open cases and discussions with the team 	2022/23

4. Provider Complaints

Each provider organisation has their own patient experience function, which includes the processing of informal queries (PALS) and formal complaints. The majority of concerns are received directly by the provider, and a summary of the numbers, themes and trends has been provided below.

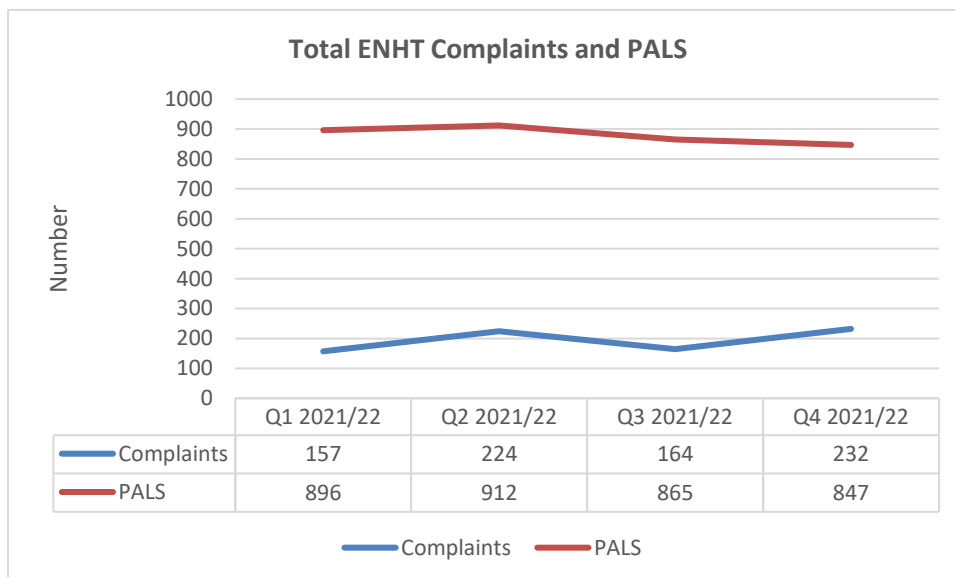
Where the CCG receives concerns relating to a provider organisation, the Patient Experience and Safety Facilitator makes contact with the complainant, or enquirer, and seeks consent to forward the concern to the relevant organisation or provides contact details for the organisation concerned. In most cases this is accepted by the enquirer as the provider organisation has the medical records, staff members etc. available in order to investigate the concerns. The CCG does request a copy of the complaint responses provided in order to seek assurance that the concerns have been adequately addressed.

Where complaints relate to multiple provider organisations, or are particularly complex, the CCG will provide support and advice where required as well as co-ordinating complex or multi-organisational complaints where appropriate.

These cases are included in the ENHCCG complaint figures detailed in section 3 of the report.

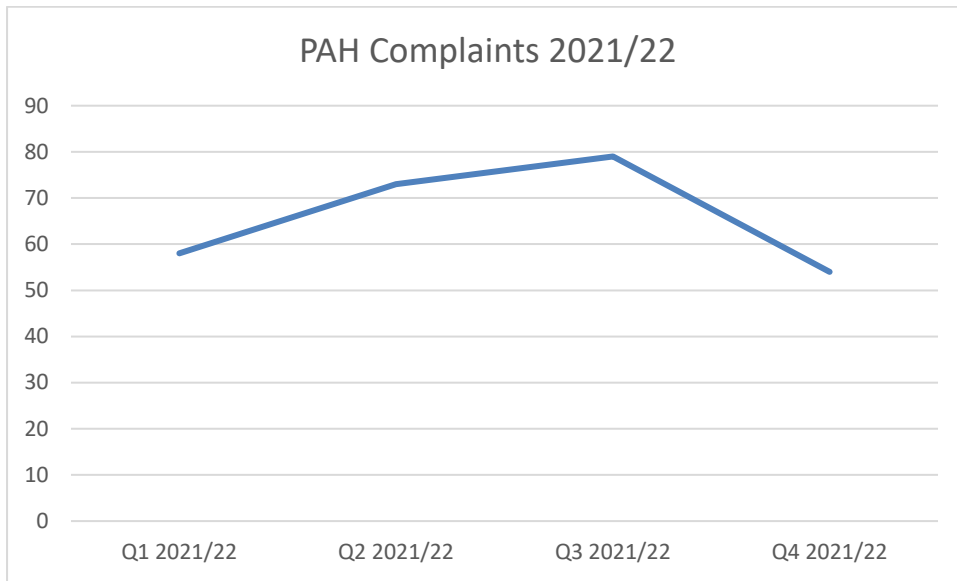
For each of our main provider organisations, a regular summary of complaints are received so that the CCG are sighted on the issues being raised and can identify themes and trends. Complaints and patient experience are also key items discussed during Contract Quality Review Meetings.

4.1 East and North Hertfordshire NHS Trust (ENHT)



During 2021/22 ENHT received 777 complaints; this is a 18% increase compared to 2020/21. During 2021/22 there has been a continued trend in complaints relating to the quality of care received. Other continuing themes include communication and delays with treatment.

4.2 Princess Alexandra Hospitals Trust (PAH)

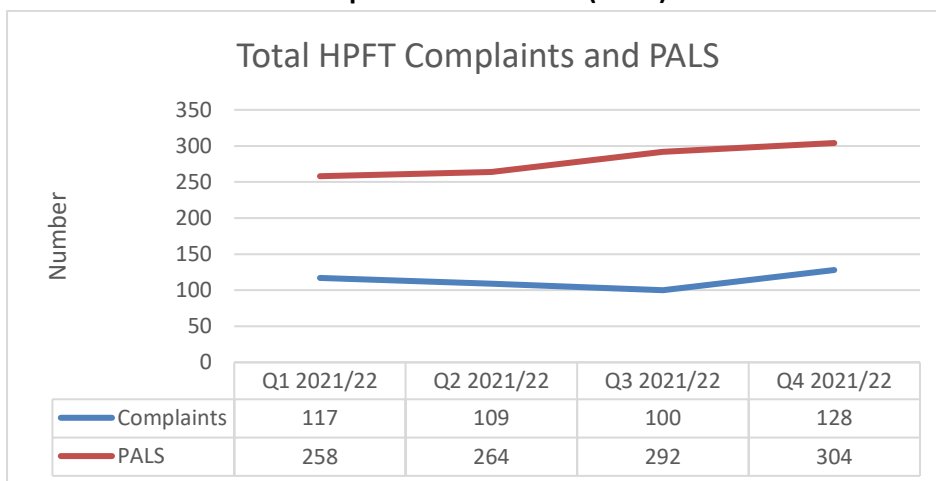


During 2021/22 PAH received 263 complaints compared to 213 received in 2020/21. The main themes for complaints related to medical care expectations and communication issues. In 2020/21 PAH received 4236 PALS.

4.3 Hertfordshire Community Trust (HCT)

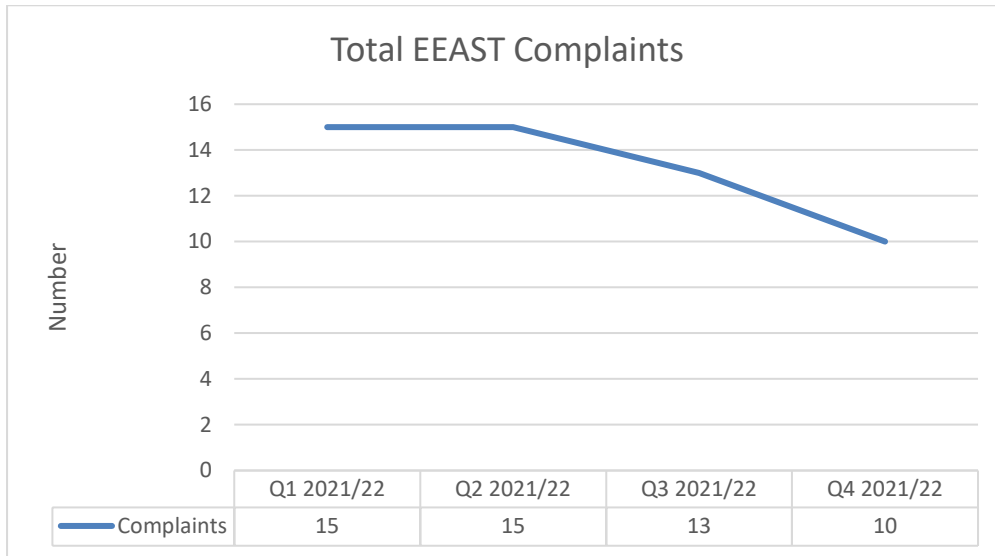
During 2021/22 HCT received 126 complaints compared to 73 complaints in 2020/21, The main themes reported include standards of care, communication and staff attitude. In 2021/22 HCT received 475 PALS compared to 492 the previous year.

4.4 Hertfordshire Partnership Foundation Trust (HPFT)



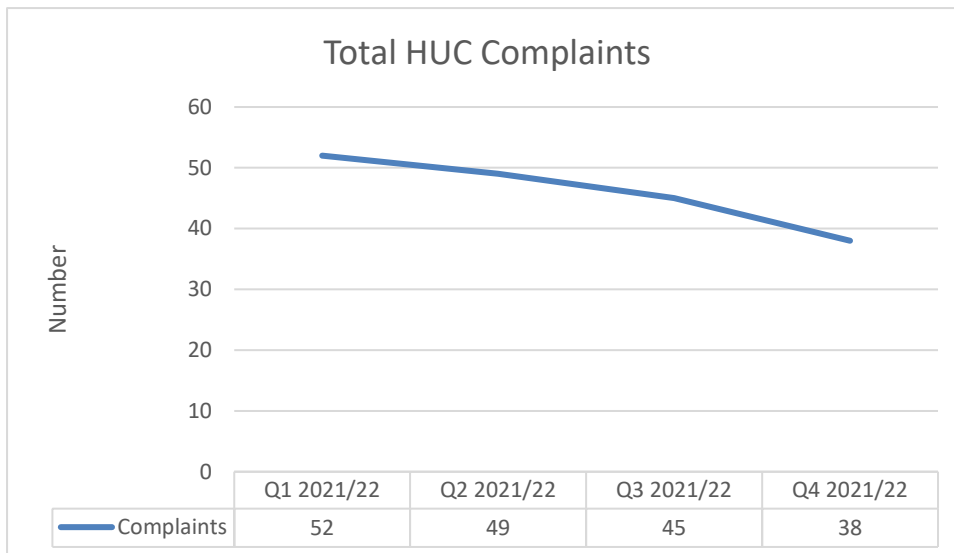
During 2021/22 HPFT received 459 complaints compared to 342 complaints in 2020/21. The themes were around care and assessment and treatment.

4.5 East of England Ambulance Service Trust (EEAST)



There have been 53 complaints raised in 2021/22 for the ICS area compared to 58 in 2020/21. Themes for complaints for EEAST relate to delays in ambulance attendance, clinical treatment and assessment, attitude and communication and call handling.

4.6 Herts Urgent Care (HUC)



During 2021/22 HUC received 184 complaints compared to 122 complaints received the previous year. The majority of complaints continue to relate to the out of hours (OOH) service and the 111 service. The majority of complaints relate to patient referral, OOH call back delay and staff attitude.

5. ICS Complaints

The following information details the number of ICS complaints, ICS MP enquiries and ICS PALS received in 2021/2022.

There were 4 ICS complaints received in 2021/2022. They were related to legal issue, CHC funding, failure to call back and care of disabled people. There were no ICS PALS received.

There were 3 ICS MP enquiries received; care for diabetic patients with eating disorders, care for Inflammatory Bowel Disease patients and Covid-19 vaccinations for cancer patients.

6. Conclusion

ENHCCG has remained committed to learn and continually improve our services as a result of complaints received. During 2022/23 as part of the Hertfordshire and West Essex Integrated Care Board, we will be working to ensure the actions identified for improvement are embedded and that our provider organisations continue to improve their own complaint processes.

Appendix 1

ENHCCG Complaints Summary Q3&Q4 2021/22				
Reference	Type	Service	Concern	Outcome
4324	MP Enquiry	NHS England	Constituent received Covid-19 vaccinations in British Overseas Territory but this cannot be shown on their records and would like this rectified.	Response explains that it is currently not possible for GPs to enter overseas vaccinations. This a national issue and not can not be locally resolved. Assurance provided that the issue has been escalated to the National team
4344	MP Enquiry	ENHCCG	MP has raised concerns around the provisions of phlebotomy services for some residents in Lower Lea Valley area.	Response explains that there have been no issues reported at a patient or provider level. Information provided regarding a review of the future planning of services in the area.
4354	MP Enquiry	ENHCCG	Constituent has raised concerns about the lack of support provided to their son. Son is known to Council for Disabled Children, Speech Language Therapy and Special Educational Needs and Disability. Appointments provided are not appropriate.	Response explains that the child has had an assessment, however another appointment has been delayed due to the pandemic. Assessment is unable to be expedited as children need to be seen in order of referral. Provided details of agencies where they can get support until then.
4362	MP Enquiry	NHS England	Constituent has raised concerns as unable to book an appointment National Booking System for booster vaccine.	Information sent to the relevant vaccination site.
4363	MP Enquiry	ENHCCG	Constituent having difficulty getting second dose of Astra Zeneca vaccine.	Response advises regarding the relevant contact details in order to arrange an appointment to receive their vaccination.
4372	Complaint	ENHCCG	Complainant would like to apply for further 2 cycles of IVF funding.	Response explains that ENHCCG fund one cycle of IVF, and advises that if a clinician can demonstrate exceptional clinical

				circumstances around the first cycle then a IFR can be submitted. Information related to this process was provided.
4373	Complaint	ENHCCG	Complainant unhappy with Decision Support Tool (DST) meeting that took place for their mother and that they were not informed that their mother was not eligible for Continuing Healthcare funding.	Response sets out rationale as to why their mother had not been successful for funding. Apology provided related to other concern raised.
4393	MP Enquiry	NHS England	Constituent would like to know why booster vaccine does not appear in the NHS app.	Response explains that this would not appear in the COVID section of the app but would appear in the GP records.
4400	Complaint	NHS England	Complainant has raised concerns regarding the care of their mother and daughter not being kept informed that a Booster vaccination was to be given. As a result, the steroid injection for Mothers' knee pain had to be cancelled leaving her mother in a lot of pain and resulting in a wasted journey.	Response explains that the GP spoke to the patient's daughter. Apology provided and arranged that GP will ring the patient's daughter prior to any further visits for Covid Vaccination to ensure no similar issues in the future.
4401	MP Enquiry	ENHCCG	Constituent raised a number of concerns regarding the provision of care around Covid-19 vaccinations at a GP Surgery	Response explains about the provision and apologises for the disappointing experience.
4407	MP Enquiry	NHS England	Constituent would like help to obtain Covid-19 vaccination exemption paperwork.	Response advises that the system is nationally implemented and needs to be raised via the gov.uk website.
4410	MP Enquiry	ENHCCG	MP has raised concerns regarding Housebound constituents unable to	Response advised MP that patients can receive a second dose that is not the same as the first. Requested consent to liaise with

			get second Covid-19 vaccine. MP has also raised concerns around booster vaccinations.	the Primary Care Network on their behalf to have 2nd dose arranged.
4413	Complaint	ENHCCG	Complainant raising concerns about the invoice received related to the care of a late relative.	Response explains the background to the invoice and provides details of the relevant organisation that can assist with the invoice (based on the time period the care was received). Apology provided that the remit of CHC funding was not fully explained at the time.
4419	MP Enquiry	ENHCCG	Constituent having difficulty getting access to a booster vaccination and is not being offered a local site.	Response explains that concerns have been shared with Hertfordshire Community Trust who provide the Service on behalf of the CCG and they will respond to the issues raised.
4420	MP Enquiry	ENHCCG	Constituent is having difficulty getting access to a booster vaccination and is not being offered a local site.	Response provided detailing local vaccination sites.
4424	MP Enquiry	NHS England	Constituent concerned as GP practice not ready to administer flu or booster vaccinations to patients.	GP practice have confirmed patient is on their list as housebound patient who required booster and flu vaccine. GP practice contacted patient to provide assurance.
4439	MP Enquiry	ENHCCG	Constituent enquiring how to get the booster vaccination for their housebound relative	Response explains the provision of Covid-19 vaccinations for housebound patients registered at that GP Practice.
4440	MP Enquiry	ENHCCG	Constituent enquiring how to get booster vaccination for their housebound relative	Response explains the provision of Covid-19 vaccinations for housebound patients registered at that GP Practice.
4448	MP Enquiry	NHS England	Constituent has raised concerns about their GP and not feeling listened to related to a referral to ENT for ear issues.	Response explains that the patient needs to liaise with the Practice Manager regarding the referral to ENT to ascertain if referral has been made.

4449	MP Enquiry	ENHCCG	MP enquiring about the lack of dedicated booster vaccinations sites for those in the constituency.	Response outlines the provision for covid vaccinations in that area. Information on relevant walk-in clinics also provided. Assurance provided of the continuing review of provision and take-up if vaccinations across the area.
4451	MP Enquiry	ENHCCG	Constituent is housebound and has yet to receive the booster vaccination.	Response explains the provision of Covid-19 vaccinations for housebound patients registered at that GP Practice.
4456	MP Enquiry	ENHCCG	Constituent enquiring how their housebound relative can get their booster vaccination.	Response explains the provision of Covid-19 vaccinations for housebound patients registered at that GP Practice.
4475	MP Enquiry	NHS England	Constituent enquiring regarding housebound patients needing covid booster.	Response explains the provision of Covid-19 vaccinations for housebound patients registered at that GP Practice.
4476	MP Enquiry	NHS England	Constituent enquiring regarding housebound Covid-19 booster needed.	Response explains the provision of Covid-19 vaccinations for housebound patients registered at that GP Practice.
4477	MP Enquiry	NHS England	Constituent enquiring how their housebound relative can get their booster vaccination	Response explains the provision of Covid-19 vaccinations for housebound patients registered at that GP Practice.
4478	MP Enquiry	NHS England	MP enquiry regarding availability of covid boosters for housebound patients.	Response explains the provision of Covid-19 vaccinations for housebound patients registered at that GP Practice.
4479	MP Enquiry	NHS England	MP enquiry regarding Covid-19 boosters for housebound patients.	Response explains the provision of Covid-19 vaccinations for housebound patients registered at that GP Practice.
4489	MP Enquiry	ENHCCG	Constituent who is volunteer for the vaccination programme would like to know if a decision will be made as to whether their help is required.	Shared with HCC and HCT to see if they can offer the constituent a way to get involved.

4492	MP Enquiry	ENHCCG	MP enquiry regarding housebound patients requiring Covid-19 booster.	Response explains the provision of Covid-19 vaccinations for housebound patients registered at that GP Practice.
4497	MP Enquiry	ENHCCG	MP enquiring about the availability of Covid-19 vaccines in their constituency.	Comms team have shared a copy of the response which explains the provision for housebound patients of each Primary Care Trust area.
4524	MP Enquiry	ENHCCG	Constituent enquiring about Covid-19 boosters for clinically vulnerable 5–11-year-old.	Response explains that vaccinations will be offered to 5–11-year-old children who are in a clinical risk group or who are a housebound contact of someone who is immunosuppressed. Response explains that detail around this will be shared with schools and parents via a number of communication avenues.
4544	MP Enquiry	ENHCCG	Constituent raising concerns about the waiting times for County Council for Disabled Children.	Response explains that East and North Hertfordshire Trust have funding to alleviate the backlog. Also confirmed that there is work being done with Hertfordshire Community Trust to improve the access to speech and language services.
4548	Complaint	NHS England	GP raising concern about Advice and Guidance (A&G) and the issues they have been experiencing.	Response provides detail around A&G service and how it should be used. Response addresses the GP concerns raised related to individual cases.
4567	MP Enquiry	ENHCCG	Constituent has raised concerns regarding a relative who is on immunosuppressant drugs and is due a booster dose. Hub staff requested a letter from a doctor. GP refused to issue letter.	Constituent confirmed their relative has now received their vaccination and would like complaint to be closed.
4579	MP Enquiry	NHS England	Constituent has raised concerns around GP practices not seeing patients and not going back to how they were pre-pandemic.	Response explains how GP practices have had to adapt to seeing patients during a pandemic. Response explains the work GP practices and the wider NHS have done to ensure that patient care is not impacted too heavily.

4580	MP Enquiry	ENHCCG	Constituent raising concerns around the waiting times for autism spectrum disorder assessments.	Response acknowledges there is a backlog however patients cannot be expedited. Detail provided around the work begin done to reduce the wait times
4582	MP Enquiry	NHS England	MP raising concerns around the receptionist informing patients that they are not seeing patients face to face.	MP has withdrawn complaint.
4585	MP Enquiry	ENHCCG	MP would like an update on the progress of changes at Mount Vernon Cancer Centre including the provision of a new satellite radiotherapy service.	ICS office have responded to the enquiry. They explained the plans related to Mount Vernon Cancer Services and the services it offers.
4587	MP Enquiry	NHS England	Constituent contacted MP to enquire about support for ear syringing.	Response explains that ear syringing is no longer offered at GP practices and that self-care advise will be provided. Details from NICE guidance also provided to explain why ear syringing is no longer available at GPs.
4592	MP Enquiry	NHS England	Constituent has raised concerns as been advised by private consultant to get a fertility test and is unhappy with the appointments system and recommended for an ADHD assessment, but GP has not referred.	Response explains that the CCG has liaised with the patient and advised them to approach their GP practice but get in touch with CCG again if the trust need to be contacted.
4599	MP Enquiry	ENHCCG	Constituent has raised concerns regarding being moved from Addenbrookes Hospital to Lister Hospital without notification.	Response explains that Addenbrookes Hospital is not currently able to accept referrals from outside it's CCG area.
4601	Complaint	ENHCCG	Complainant has raised concerns around the decision to decline funding for surgery.	Response explains that the application was reviewed against the fitness for surgery policy and unfortunately this is why the criteria

				was not met. An appeal has been received but additional information is required and the IFR team are waiting this.
4611	MP Enquiry	NHS England	MP has raised concerns around the proposal to close a GP surgery	Response explains that no decision has been made and provides the rationale as to why closure is being considered. Assurances provided that an engagement process will be taking place to give patients the opportunity to provide their feedback.
4612	MP Enquiry	NHS England	MP has raised concerns about the proposed closure of a GP Surgery.	Response explains that no decision has been made and provides the rationale as to why closure is being considered. Assurances provided that an engagement process will be taking place to give patients the opportunity to provide their feedback.
4623	MP Enquiry	NHS England	A number of constituents have raised concerns around the proposed closure of a GP Surgery	Response explains that no decision has been made and provides the rationale as to why closure is being considered. Assurances provided that an engagement process will be taking place to give patients the opportunity to provide their feedback.
4634	Complaint	ENHCCG	Complainant has raised concerns regarding a failure to communicate to patients around the closure of Hertfordshire Eye Hospital (HEH).	Response provides an explanation to the circumstances regarding the service that closed, and also gives advice if patient experiences deteriorating in their condition.
4636	Complaint	NHS England	Complainant has raised concerns about the vaccination centre visited.	Response from the Pharmacy that is running the service. Apology provided and an explanation of how the service was organised.
4639	MP Enquiry	NHS England	Constituent raising concerns around access to GP practice.	Response explains that their name was removed from the GP list in error and confirms patient was seen the same day.