

APPENDIX 1

Learning and Improvements from ICB Complaints 2025/26

Access to NHS dental care

- Learning from complaints continued to identify access to NHS dental care as a recurring theme during 2025/26.
- Dental commissioning learning has been reviewed with the responsible teams as part of the wider approach to using complaints intelligence to inform commissioning oversight and service improvement.
- Complaint themes relating to access, urgent care pathways and patient experience will continue to be reviewed alongside SIRMS learning and recommendation fields so that future reporting can provide clearer links between complaints, actions and assurance routes.

All Age Continuing Care (AACC)

- AACC complaints remained a key area of learning during 2025/26, including complaints connected to processes, communication, staff attitude, behaviour and values.
- The Complaints and Patient Experience Team worked with AACC colleagues to improve procedures from initial complaint handling through to escalation for clinical review within the AACC teams.
- A detailed AACC guidance document and investigation officer training slides have been developed to support effective complaints management across the teams.
- A further AACC training/workshop activity has been planned to support a shared understanding of complaints involving AACC processes, identify learning opportunities and use patient stories to support improvement.

Attention Deficit Hyperactivity Disorder, Right to Choose Providers and shared care arrangements

- ADHD, Right to Choose provider arrangements and shared care continued to generate complaint learning during 2025/26.
- The Complaints and Patient Experience Team has continued to work with ADHD colleagues to respond to issues, concerns and complaints arising from the temporary suspension of new referrals for some Right to Choose providers.
- The ICB complaints and ADHD webpages have been updated to reflect current information and provide clearer guidance, support and signposting for patients and complainants.
- A learning library has been used within the ADHD queries and complaints workstream to share useful language, structure and information from recent final ICB responses.

Individual funding requests and value based clinical commissioning policy

- Individual funding request decisions and value based clinical commissioning (VBCC) policy eligibility criteria were identified as recurring themes within ICB commissioning complaints.
- Learning from IFR-related complaints is being considered through collaborative working and regular complaint discussions with the IFR/VBCC team, supporting clearer handling of complex complaint issues and governance-sensitive matters.
- Future reporting will continue to link IFR complaint themes to SIRMS learning and recommendations, including complaint handling, communication with complainants and clarity of decision-making routes.

Weight management services, including weight loss medication

- Weight management services, including weight loss medication, were identified as an area where learning and service improvements were captured through upheld or partially upheld complaints during 2025/26.
- Learning from these complaints continue to be reviewed by the relevant commissioning and clinical teams so that patient experience, access, communication and waiting-list impacts are considered as part of service improvement planning.

General practice (GP) commissioning

- Complaints relating to GP appointment availability, access to services and patient experience were identified as recurring themes and opportunities for improvement.
- Learning identified through complaints resulted in reviews of local practice policies and procedures to ensure they remain clear, accessible and patient-centred.
- Additional customer service, communication and clinical training was identified from complaint investigations for individual practices or staff groups.
- Practices have been encouraged to review complaint outcomes through local governance arrangements to ensure learning is embedded and improvements are monitored.
- The introduction of a standardised SIRMS reporting approach to support improved identification of trends, learning and recommendations arising from primary care complaints across the region.

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