



A decorative purple line with three green circular dots. The line starts at the top left, goes down, then right, then down again, and finally right. The dots are located at the first, second, and third corners of this path.

PEN Awards 2025

Improving our Complaints Process to Enhance Patient Satisfaction

Who is Sciensus Pharma?

European Life Sciences Company

Supplying medicines and ongoing clinical care to 230k+ NHS patients

- Deliver medicines and associated clinical care at home
- Receive 2,000 prescriptions per day
- Make 5,000 deliveries of medicines per day
- Network of distribution centres



Clinical Homecare Services Complaints

Working in line with numerous Professional Standards

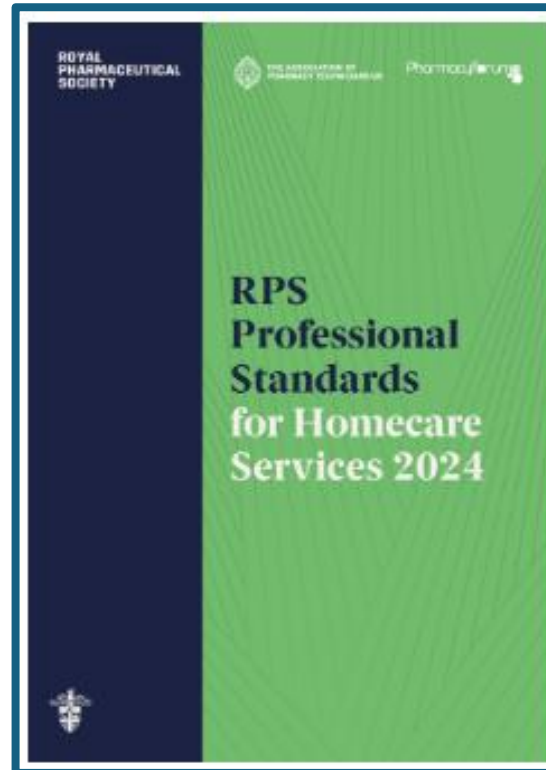
Formal & Informal complaints

[RPS Handbook for Homecare Appendices](#)

[GPhC Registered Pharmacy Standards](#)

[RPS Professional Standards for Homecare](#)

[RPS Handbook for Homecare Appendices](#)



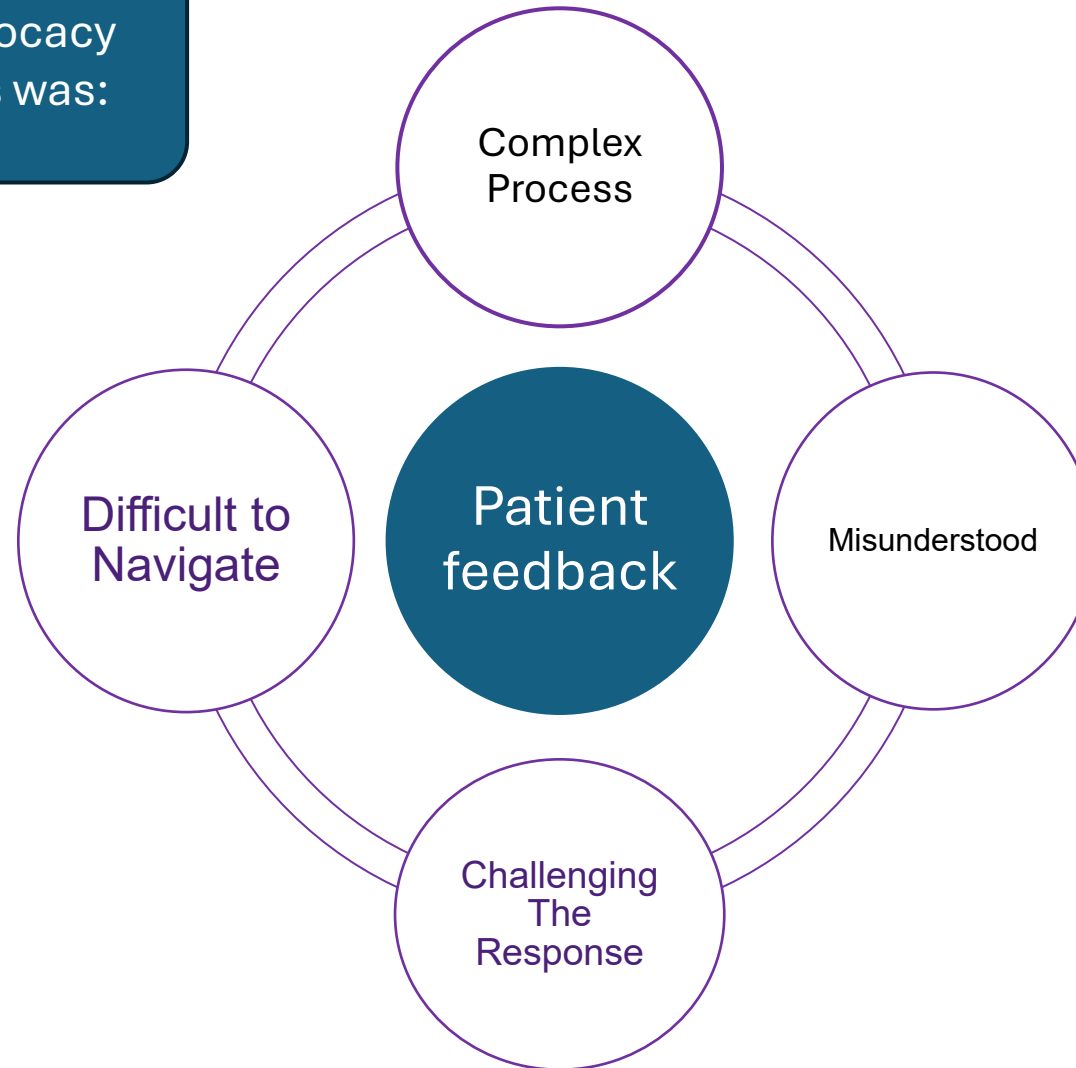
Homecare Standards: Appendix 19

Further guidance on managing complaints and incidents within homecare services



Patient Feedback

Patients and Patient Advocacy Groups said our process was:



So, we designed a new 3-page resource for patients

<https://www.sciensus.com/resources/>

[Sciensus Patient Complaint Leaflet](#)



Improvements in Complaint Handling 2024

With better service comes fewer complaints, but handling complaints has also been improved

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Acknowledging the improvements made throughout the year.

Informal – Patient Services



- **Immediate Response to Complaints**
- Same day call back from team managers if query isn't initially resolved.
- Reducing need for formal escalation.

Formal – Resolution and Insight

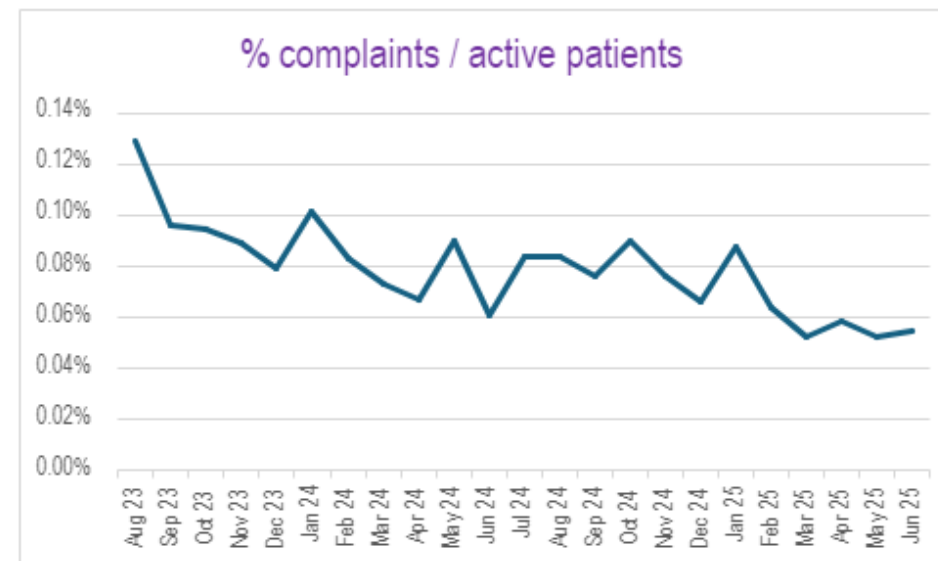
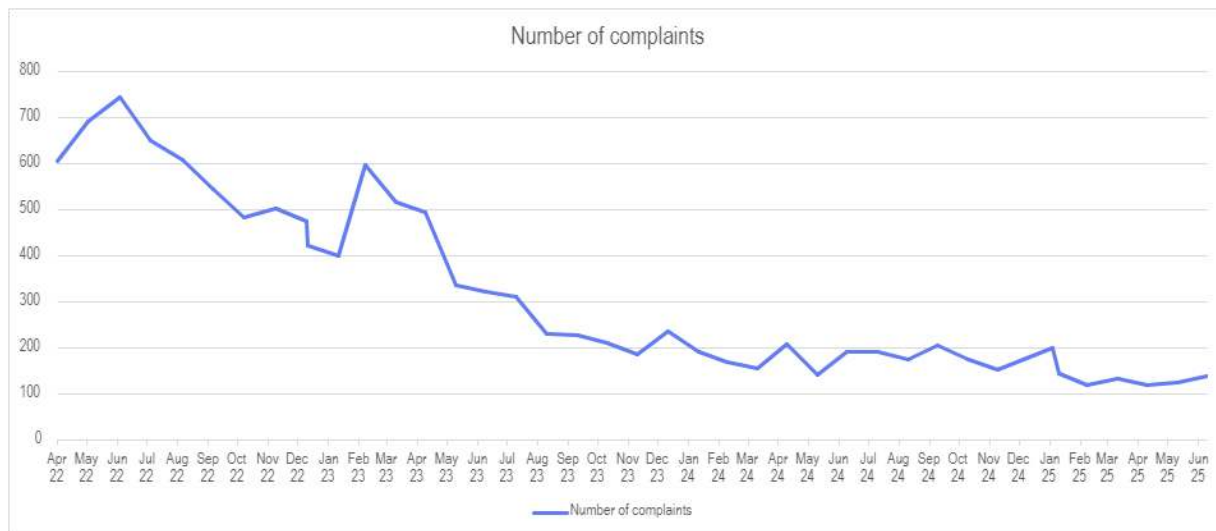


- **Efficient Complaint Resolution**
- **Investigating officers** promptly call the patient to acknowledge receipt, explain next steps, and often resolve the complaint over the phone.
- Patients able to escalate if they are not satisfied with how complaint was handled.

Other improvements:

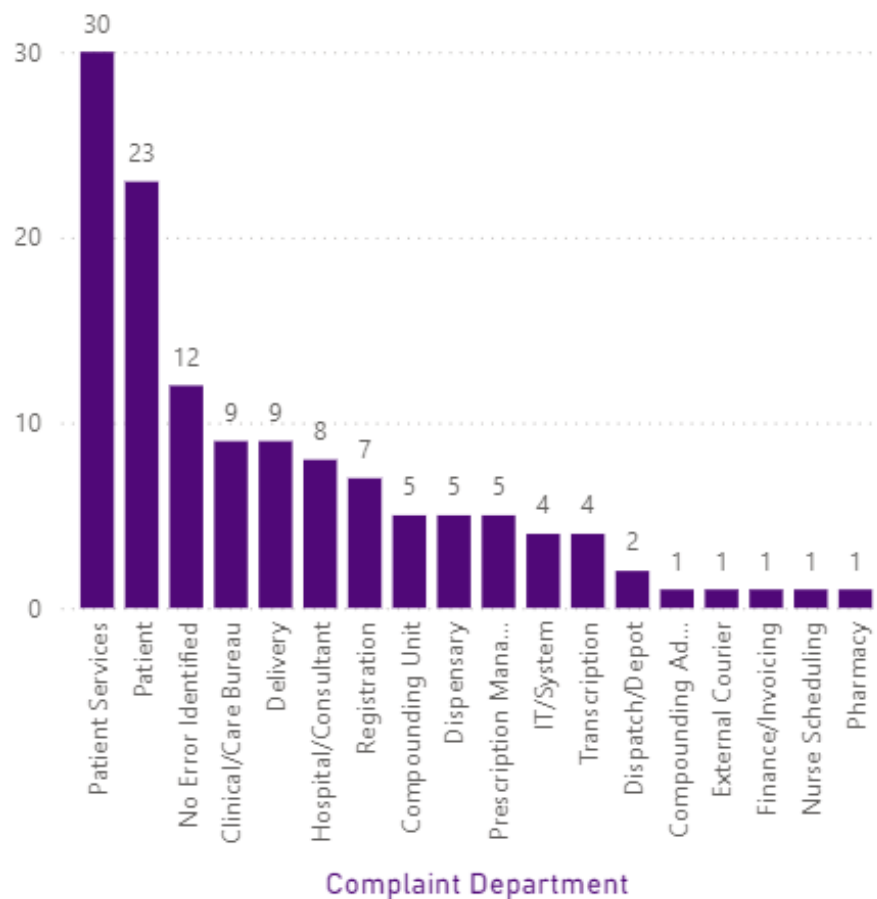
- Introduction of the Query Resolution Team for NHS Customers.
- Online Portal for NHS Customer use.
- Complaints Process now available on the Sciensus website.

Number of Formal and Informal Complaints

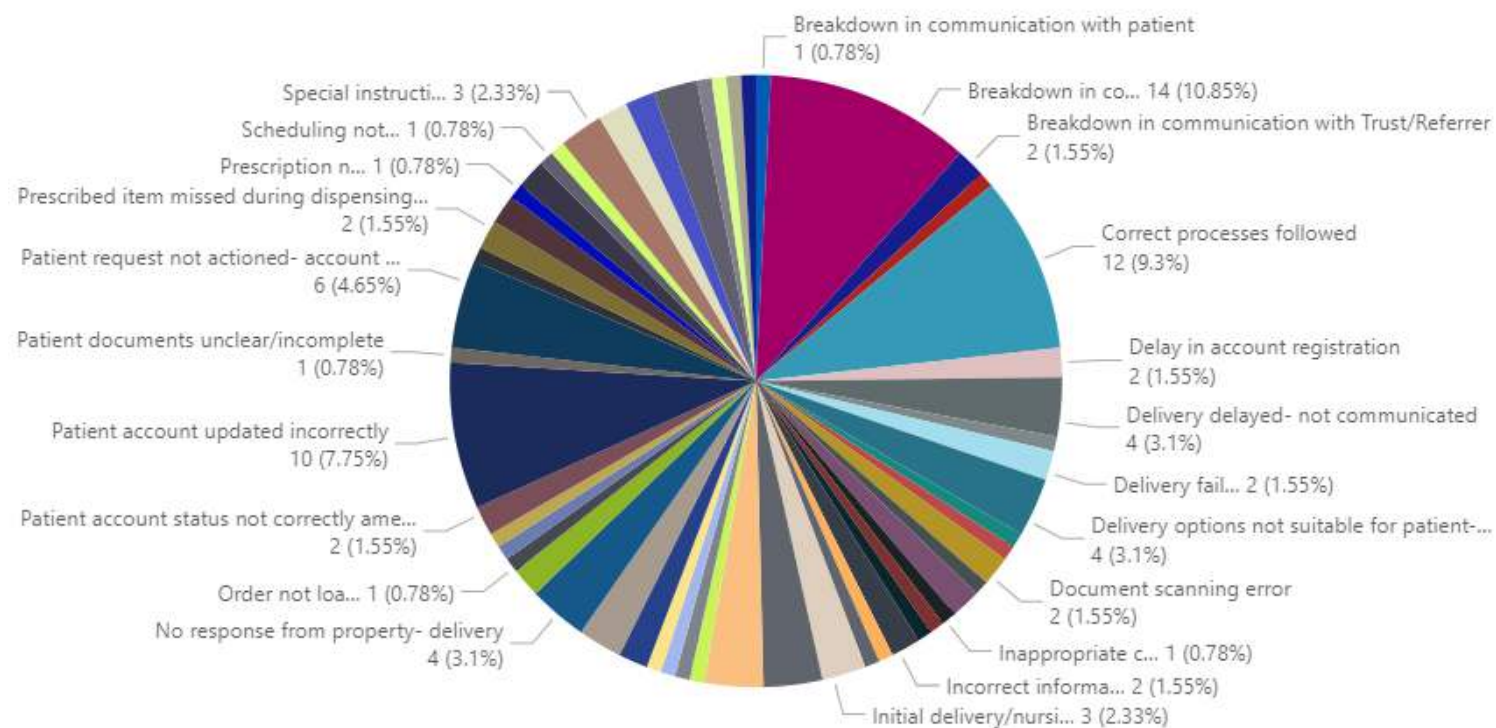


In The Background:

Complaints by Department Area

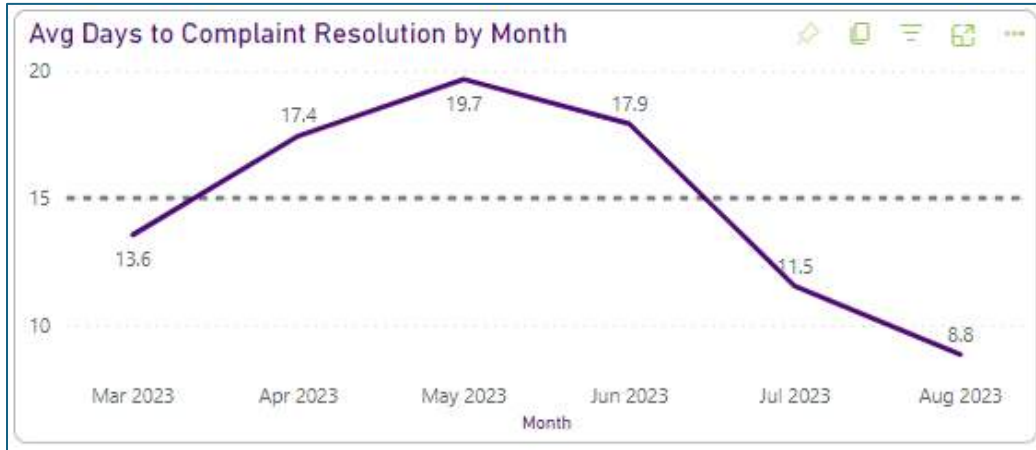


Identified Error Cause

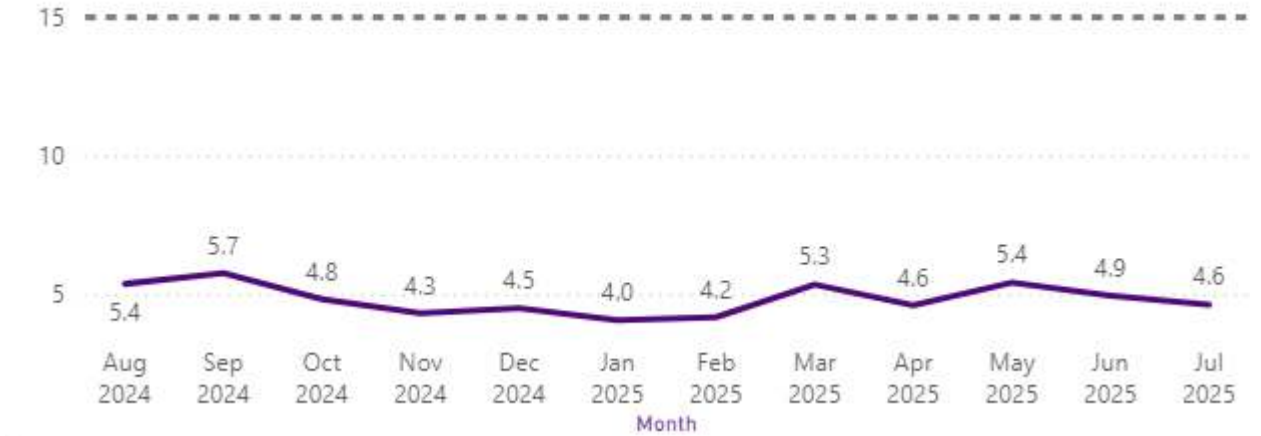


Response Time for Formal Complaints

BEFORE



Avg Days to Complaint Resolution by Month



AFTER



2025 Patient Satisfaction Survey Patient Quotes



no current suggestions – I made a complaint within the last year and the issues raised have all been improved or resolved.

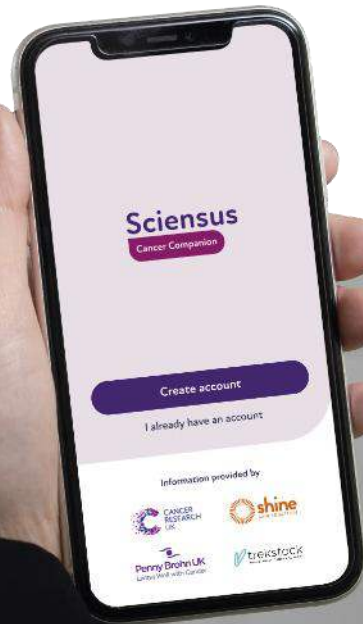


I am really happy with the service you provide. Never had a problem with your service. If I have had to ring the office, I have always found the staff pleasant and helpful. The people who deliver my medication are always lovely. Thank you all. I have no complaints.



I have only had one complaint over the years I rang up and it was very quickly resolved.





“I am delighted to see the improvement in how patients feel about the way their complaints are handled.

It’s imperative that we use their experience to improve all of our processes, and all the teams have worked hard to achieve this level of success”

Superintendent Pharmacist, Sciensus

