**Title**

When patient’s complain: what you really need to know to remain sane

**Author and affiliations**

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**Background**

Undoubtedly receiving a patient complaint can be a stressful and time-consuming process. Concerns about a patient complaint is the most common reason our members contact Avant.

**Aims**

To share insights about the best way to maintain your sanity and respond to a complaint.

**Method**

30 min oral presentation that utilises case studies to share insights

**Results**

Concerns about a patient complaint is the most common reason members call Avant. We have extensive claims data that is broken down for this presentation so that insights can be drawn about what is best practice. We also explore ways to maintain a GP’s health and well-being throughout the complaint process.

**Conclusion**

Viewing the complain process as a way to improve practice and not as a personal attack is difficult to achieve but does become easier with advice and insight.