

## Learning from your concerns

When this Trust receives a complaint, we are concerned that someone has not had a positive experience. However, we are also grateful for the feedback as it gives us the opportunity to learn from people's experiences and improve, as a Trust, for the future.

During the course of each complaint investigation, actions will be put in place to improve any shortcomings which have been identified. Sometimes these will be very simple changes which can be put in place quickly, at other times a change will require in depth work and potentially a longer timeframe. The Trust is committed to ensuring that these actions are carried out and that we achieve meaningful improvements as a result of people taking the time to give us feedback.

Here are a few examples of changes which have been made as a result of people raising concerns or complaints;

- A patient at one of our community hospitals raised that they were unaware they had to pay for parking at the hospital. He therefore had to park off the site and walk to his appointment. As a result of this confusion, the appointment letters for this service have been changed to include clear information about parking arrangements.
- One of our community services received two complaints regarding staff interacting with people with dementia. As a result of this feedback, a commitment has been made that all staff within this service will receive dementia awareness training by the end of 2016.
- A complaint was received after one of our mental health community teams made a change to their out of hours contact line, as not all service users were aware of the change. The team committed to sharing this information as widely as possible, including all team members sharing the details with everyone on their caseloads, updating the information in reception areas and via letter templates.

