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Complaints & Patient Experience Team


QI Project Update

26 June 2019

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 Partnership


 Respect


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The problems we needed to resolve

Pathway	Complaints process has too many steps
Concerns	Taking too long to respond to standard complaints Lack of consistency re: investigations and quality of reports
Impact	Breaching the response targets and reopened cases Concerns about the complainant's experience

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Work undertaken during the workshop:


Top four themes:


- First contact / accessibility
- Investigating officer role
- Outcomes & learning
- Communication



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New team purpose statement agreed

‘To provide an accessible and supportive way for people to raise feedback, to aid learning and improvement’



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First contact

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Expert by experience

'No decision about me without me'



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No decision about me without me

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First contact /accessibility

- To place emphasis on first point of contact
- To establish a relationship with the enquirer
- Achieve local resolution where possible
- Maintain a personalised complaints service throughout

Complainant being involved throughout the whole process with consistency

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Improving efficiency & quality of Investigations

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- Review current Investigating Officer (IO) role
- Review effectiveness of Complaints IO Training
- Formulate business case for designated centralised IO team

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Outcomes and learning

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- Lack of robust actions / learning
- Poor system for taking forward actions and sharing the outcomes with the complainant

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Communication

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31 of the 140 ideas generated were related to communication

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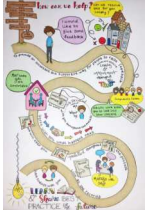
Updated posters & leaflets

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We'd love to hear from you Currently being rolled out across the Trust



We'd love to hear from you In design phase




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Conclusion

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- Improved first contact,
- Increased local resolution
- Consistent impartial investigations
- Robust learning and outcomes

And most importantly a **Better complainant's experience**



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