COMPLAINTS
...and what we have learnt from them in 2014-15

Who Complained?
During 2014-15 we received 147 Complaints
50% From patients
50% From carers or relatives (or advocates)

What did people complain about?
- Communication 26%
- Listening to and involving Carers 8%
- Mental Health Services 8%
- Community Hospital Care 7%
- Prison Dental Services 7%
- Everything else 44%

How long did our complaint investigations take?
24* DAYS
* on average

What have we learnt?
The importance of good communication
I need to know who you are...?
I need to know about my diagnosis and treatment
Here is your plan and information about your condition

The importance of involving carers and families
My Dad has been admitted: what happens next?
Let’s meet today and I will explain as much as I can
I need support and information to look after my wife
Let’s sit down and plan this discharge together

The ‘Golden Thread’ that runs through good complaints handling...
1 “We are Sorry”
2 Explain
3 Learn

“We make sure this doesn’t happen again, we will...”

Somerset Partnership