

COMPLAINTS

...and what we have learnt from them in 2015-16



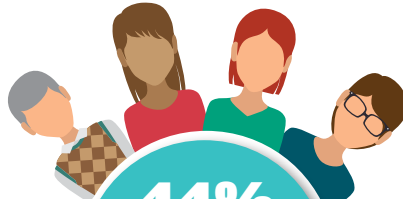
During 2015-16 we received

146

Complaints



Who Complained ?



44%
From patients

56%
From carers or relatives
(or advocates)

What did people complain about?

Communication



Staff attitude



Mental Health Services



Clinical Care



Waiting Times



Everything else



How long did our complaint investigations take?

* on average



24
DAYS

What have we learnt?

I want you to be kind to me and treat me with respect

Patients' experience of staff attitude is key to their experience of our service as a whole: one poor staff member can taint a patient or carer's view of our Trust.

I want to know what is happening to me when I am at my most vulnerable

Take extra time to communicate carefully with patients at key points, such as when a patient is in pain, when a patient is admitted to hospital, assessed or receiving a diagnosis and when patients have an expectation that we will respond to them.

I want to know what service I can expect to receive

Make sure that patients understand what we can offer: the reasons for focused, often time-limited work, and explain why we need to discharge patients from our services if they do not attend or engage.

I want assurance that you are looking after my loved one

Take extra time to communicate carefully with families over key milestones on the patient's journey, including: assessments, admission, incidents, discharge and end of life care.

I want reassurance that care is joined up and staff are talking to each other

Key conversations should be recorded on Rio, particularly if you have conversations with relatives, carers or other agencies looking after a patient.

We can ALL help resolve complaints

The 'Golden Thread' that runs through good complaints handling...

1
"We are Sorry"
Apologise

2
"This happened because..."
Explain

3
"To make sure this doesn't happen again, we will..."
Learn



Somerset Partnership