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

Who Complained?

During 2015-16 we received 146 Complaints

From patients 44%
From carers or relatives (or advocates) 56%

What did people complain about?

Communication 21%
Staff attitude 14%
Mental Health Services 14%
Clinical Care 10%
Waiting Times 8%
Everything else 33%

How long did our complaint investigations take?

24* DAYS

* on average

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. Apologise “We are Sorry”
2. Explain “This happened because…”
3. Learn “To make sure this doesn’t happen again, we will…”

Somerset Partnership