



Complaints summary

As a Trust we receive very few formal complaints, however we do take each complaint seriously and seek both to respond to the complainant and learn lessons. We recognise complaints as a valuable form of patient feedback.

In Quarter Two 2015-16 the Trust received a total of nine formal complaints: of which two related to Adult and Forensic Service services; six to our Children, Young People and Families Service and one to Facilities.

Topics included: failure to make a diagnosis; length of time to receive a report; failure to refer a patient; and an administrative error that lead to a delay in receiving an appointment

Each complaint was considered in detail by a nominated senior clinician or Director and a full response provided.

From these complaints the Trust has learned lessons. Amongst lessons learned and disseminated this quarter: improvements have been made to follow up of complaints received via our PALS service; and a team has been asked to review its procedures in relation to referrals.