



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 One the Trust received a total of seven formal complaints. Of which: two related to adult services; three to our Child and Adolescent Mental Health Service (CAMHS); and one to Facilities.

Topics included: experience of parents of children being seen for therapy; slowness of referral process; concern about a referral to a specialist service by the Court; and failure of a team to keep a parent fully updated with plans for their child.

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, clinicians have been reminded about acceptance procedures and a new standard letter has been prepared to be sent to newly referred patients; and clinicians in CAMHS have been reminded of ensuring that parents are fully updated when a child's plan changes e.g. a referral is made. In response to a complaint and to a small number of recent violent outbursts by users of our car parks, our front of house and security staff have been given additional training about deescalating these situations.