

Website update

Quarter 4 Complaints 2015-16

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 Four 2015-16 the Trust received a total of seven formal complaints: of which one related to Adult and Forensic Service, five to our Children, Young Adults and Families Service and one to corporate services.

Topics included: patient's mental health condition was not acknowledged in a family court case, delay in sending notes, concern over diagnosis given, parent not involved in child's care, attitude of support service staff, not being treated with dignity and respect.

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 that have been shared including ensuring that patients, and where appropriate family members, are given a clear explanation of any diagnosis and that procedures within the Trust should be adhered to at all times.