

## Website update 1 2016-17

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 2016-17 the Trust received a total of twelve formal complaints: of which two related to our Adult and Forensic Service, nine to our Children, Young Adults and Families Service and one to corporate services.

Topics included: long waiting times for treatment, breach of confidentiality, being treated with prejudice and discrimination, obstruction to making a complaint, child seen without parent's consent, appropriate support not offered, inefficient administration, 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, improvements to be made to our mechanism for reviewing cases ensuring that care planning is routinely present in team casework, improvements made to information available to patients wishing to make a complaint, information updated on our website and a review of our service including recruitment of extra staff to cope with demand.