

Website update – quarter 2 complaints 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 Two 2016–17 the Trust received a total of six formal complaints: of which one related to our Adult and Forensic Service and five to our Children, Young Adults and Families Service.

Topics included: long waiting times for treatment, transition to adult services, disagreement with diagnosis, dissatisfaction with service provided and inadequate communication around appointments and discharge.

Each complaint was considered in detail by a nominated senior clinician or Director and a full response provided. Four of these complaints were not upheld, one was upheld in part and one was withdrawn. Although only one complaint was upheld in part we have reviewed the information given to patients on transition to adult services and on our discharge procedure.