

Website complaint summary Q3 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 Three 2016-17 the Trust received a total of thirteen formal complaints: of which four related to our Adult and Forensic Service, seven to our Children, Young Adults and Families Service and two to our Corporate Services.

Topics included: long waiting times for treatment, transition to adult services, confidentiality arrangements, attitude of staff, poor communication about treatment and appointments, incorrect medical information on file and discharge from service.

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, two were upheld in part, four were upheld and three remain open. Following the upheld and upheld in part complaints action plans have been put in place to improve services. Where appropriate training has been put in place for staff and issues around communication and procedures have been discussed at team meetings.