

Website update Q1 2017-18

Over the last quarter we have had a significant increase in the number of complaints received as a result of taking on a new service, the Gender Identity Clinic, Charing Cross. Owing to the large patient base and long waiting times for this service, as expected, we have received a large number of complaints. Each complaint is fully investigated and a response sent to the complainant. We recognise complaints as a valuable form of patient feedback.

During quarter 1 a total 40 complaints have been received, 37 from Children Young Adults and Families (of which 34 were from the Gender Identity Clinic, Charing Cross), 1 from Adult and Forensic and 2 concerning Corporate Services. The themes of complaints have included, communications, waiting times, access to treatment, attitude of reception staff, engagement with clinical services, error in clinical letter and use of NHS email for private work.

Each complaint was considered in detail by a nominated senior clinician or Director and a full response provided. 12 complaints have been upheld, 2 upheld in part, 3 not upheld, 2 withdrawn and 21 remain open. Where complaints have been either upheld or upheld in part 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.