

Ref no: 008131114
From: Sherelle Folkes request-239056-82c15ae1@whatdotheyknow.com
Date: 13/11/14
Subject: Patient Feedback Handling

REQUEST

1. How are complaints, compliments and feedback handled at the Trust? This data might be obtained by means such as email, phone, letter, piece of paper in a hospital reception etc. etc. Is there a central place where this data is collated?
2. Does your Trust employ dedicated staff for this purpose? If so how many?
3. Is this data handled on site or is it subcontracted/held-off site?
4. Are complaints and feedback collated and then reported to authorised people, such as the Trusts board or senior managers?
5. Who is in charge of complaints and feedback, if anyone?
6. Is there a standard procedure to follow if complaints and feedback data is obtained?
7. What are the operational costs to the Trust for complaints and feedback, excluding redress (staff costs, computer and software costs, storage costs, legal costs, search costs, report compilation costs, maintenance and any other considerations)?
8. Could you please supply your most recent annual complaint volume figures and the preceding 3 year volumes please?
9. Do you capture and measure concern data separately?

RESPONSE

- 1) A central team receive all letters, emails, phone calls , website feedback form and postings on NHS Choices and Patient Opinion. The team is the Patient Experience & Public Engagement team
- 2) The team has 11 staff in total however there is one person who fulfills this role in addition to many other duties.
- 3) The data is handled on site

4) Yes a report is taken to Patient Experience Council each month.
A quarterly aggregated analysis of complaints, incidents and claims is presented to the Trust Board .
There is also a quarterly complaints paper presented to the Clinical Commissioning Groups.
The Medical and Surgical Care Group also have information provided to them monthly.
A report is presented to the Equality & Diversity steering group

5. Director of Nursing, Midwifery and Governance is the Trust Board Director responsible for complaints.

6) The Trust has a complaints policy that is regularly reviewed.

7) Other than the staffing costs the team incurs no additional costs other than office supplies that are funded by the larger Directorates budget

8.13/14 – 323

12/13 – 436

11/12 - 391

9. Concerns are captured using the same system that is used for formal complaints which is DATIX.