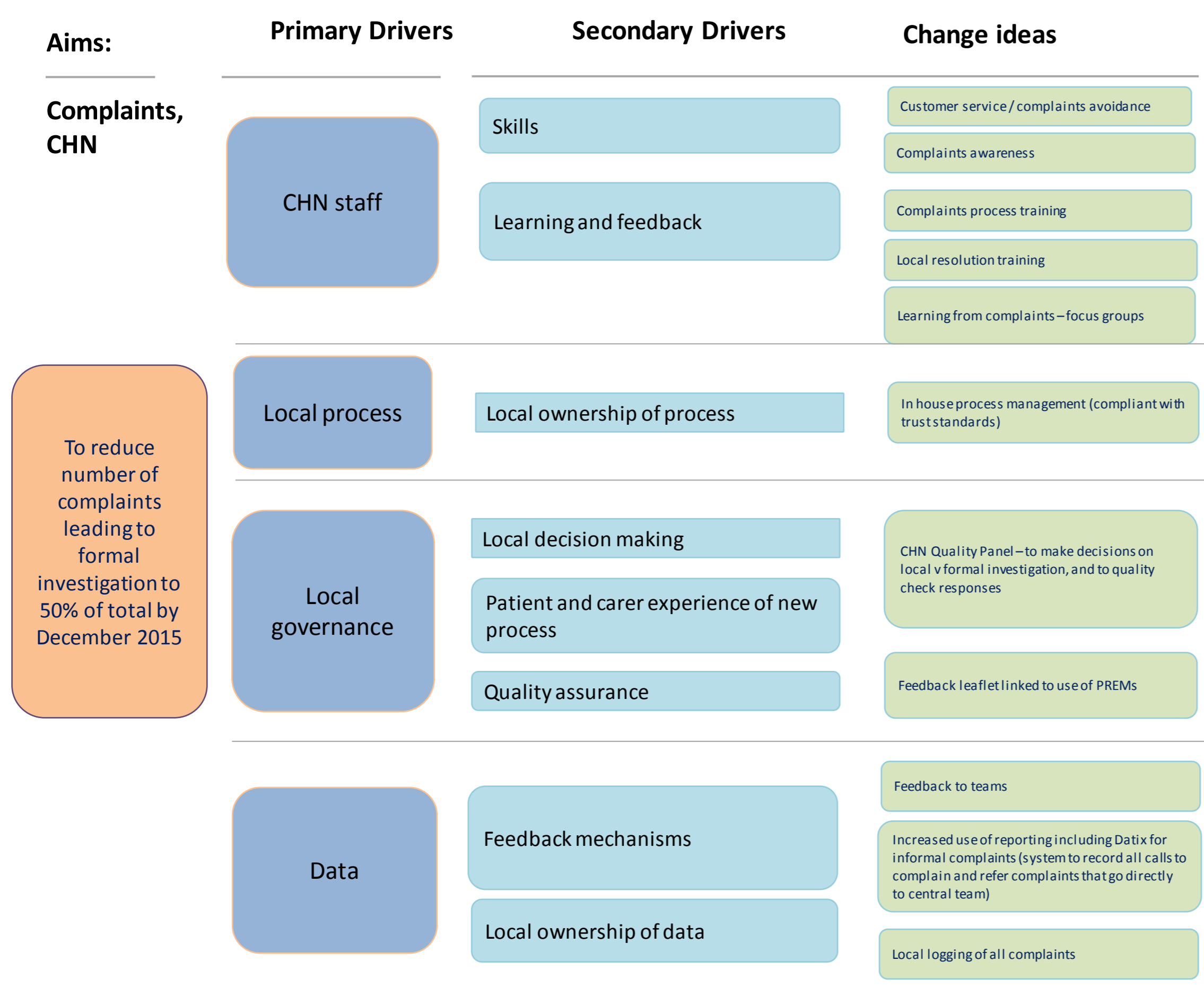


# "Are you listening?"

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## Driver Diagram



### Why is this important to service users and carers?

**We care**  
Makes the complaint process more responsive

**We respect**  
Resolving complaints becomes more meaningful and personable

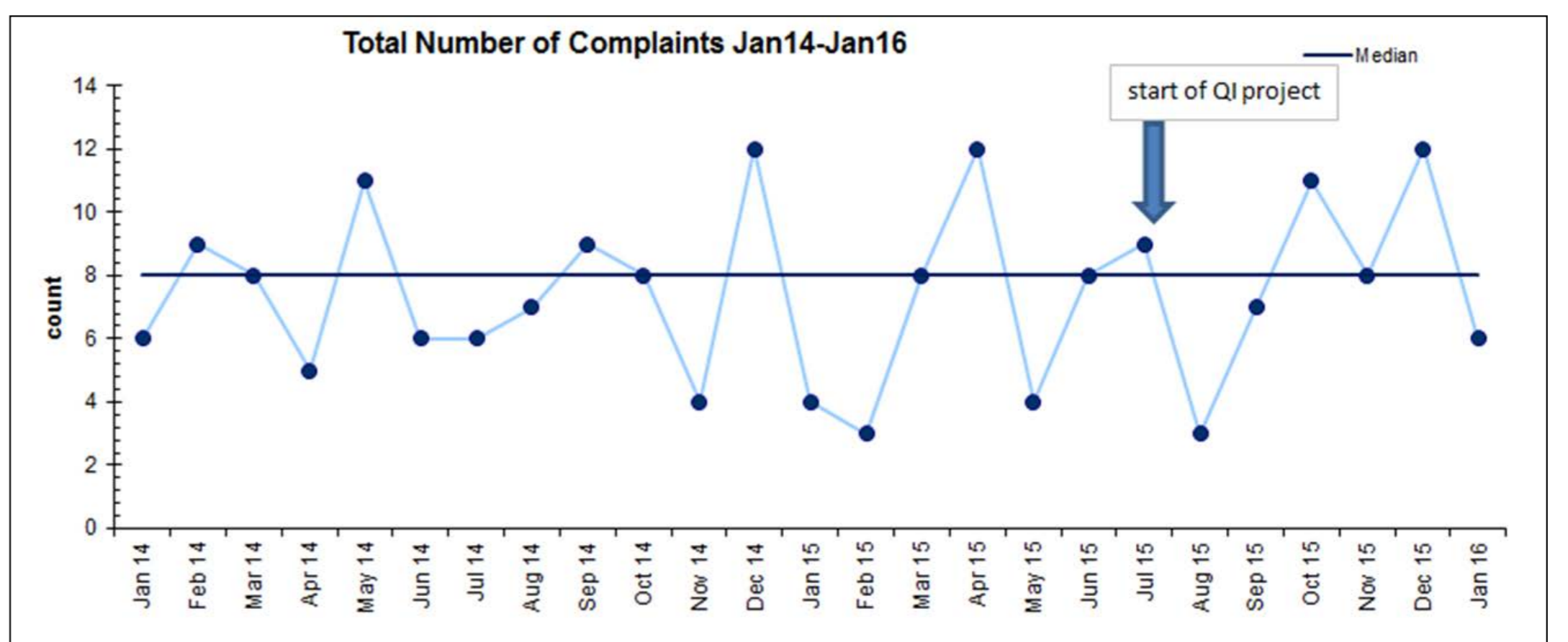
It helps service users/carers to feel listened to

**We are inclusive**  
Working jointly with service users/carers when things go wrong

**Local resolution**

When things go wrong service users / carers are offered to meet with the service staff to resolve issues through an informal meeting which can be face to face, telephone or Skype.

- ### Outcomes
- \*Formulation of a panel to increase ownership
  - \*Development of local resolution templates
  - \*New streamlined and focused response letter
  - \*Focus group to inform customer care training
  - \*Reduction in time taken to investigate
  - \*Improved training and support for staff
  - \*Financial impact on cost per case with favourable cost decrease



**Are you listening?**  
Feedback from the survey

Other places should do a satisfaction survey.

The staff listened.

Happy with how the service lead dealt with my issue.

I feel the manager went out of his way to help me.

Before this it didn't feel meaningful to me.

I wanted to make manager aware of the issue.

The letter mentioned all the points I raised.

I was happy with the time taken to get back to me after I complained.

