



Are you listening?

Michael McGhee, Eirlys Evans, Karamjeet Chana, John Louis Kauzeni, Sarah Grant, Amy Davies, Chris Kitchener, Claire McElwee, Charan Saduera



East London
NHS Foundation Trust

Aim

To increase uptake of local resolution of complaints by 50% by June 2016

Why is this important to service users and carers?

We care

Makes the process more responsive

We respect

Resolving complaints becomes more meaningful and personable - service users/carers feel listened to

We are inclusive

Working jointly with service users/carers when things go wrong

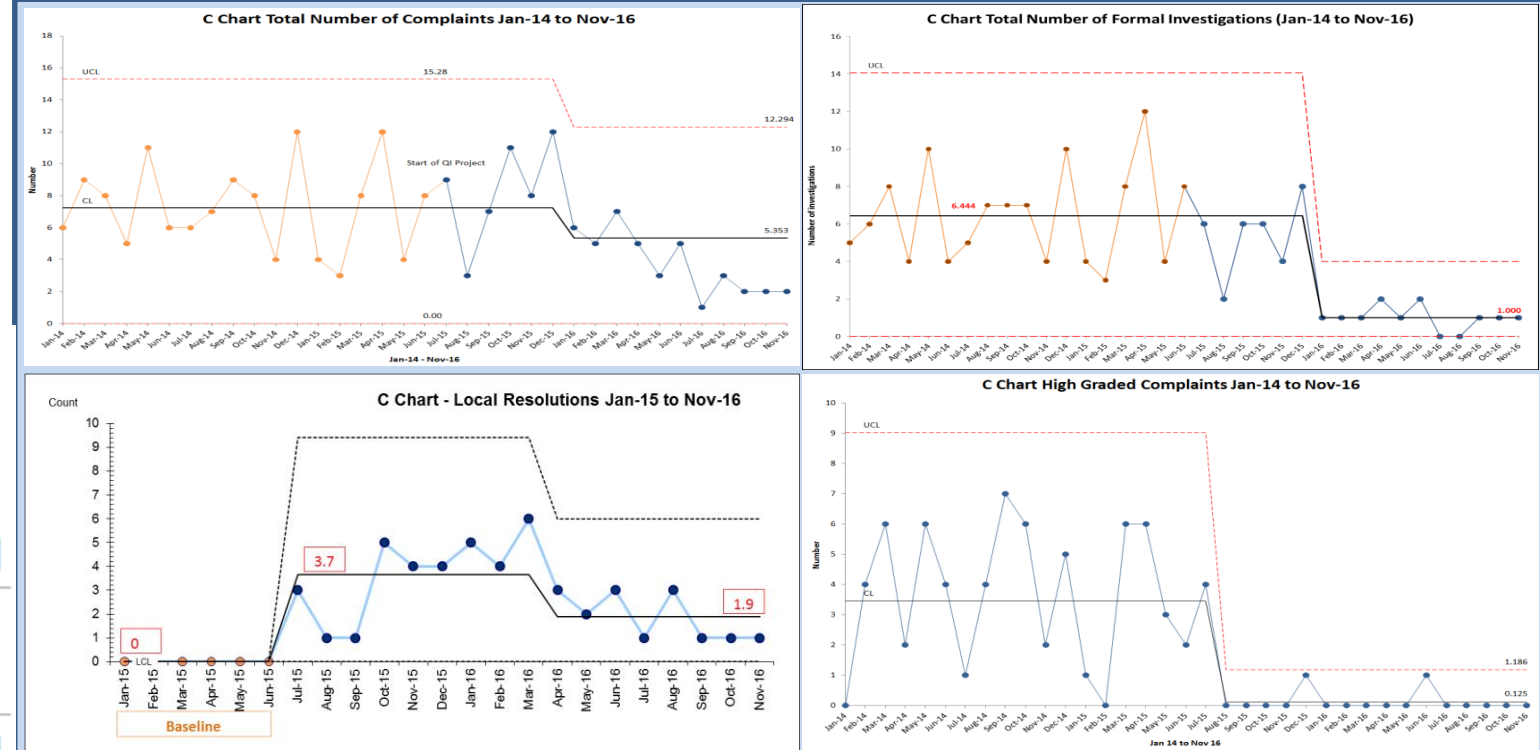


Tests of Change

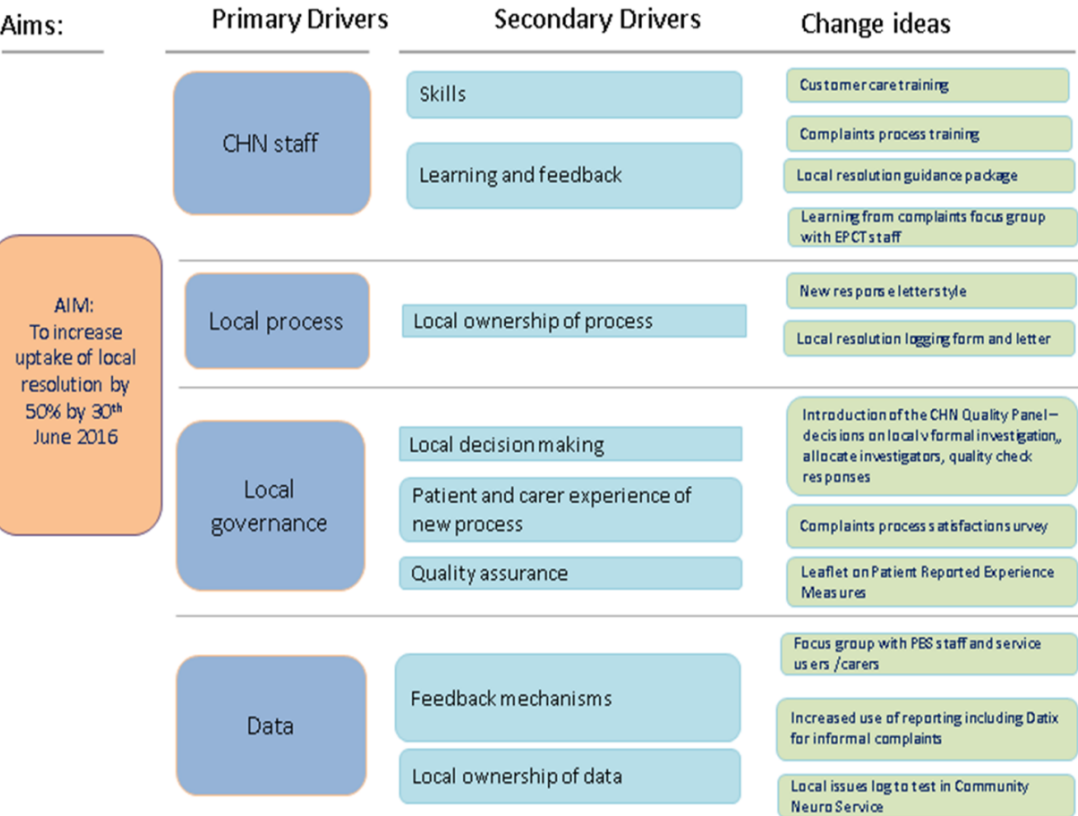
- Complaints Quality Panel
- Satisfaction Survey
- Local Resolution Pack
- Local Issues Log
- Customer Care Training
- Risk Matrix
- New response letter style



Data



Driver diagram



Learning

Are you listening? Feedback from the survey

- Other places should do a survey
- The staff listened
- Happy with how the manager 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 the manager aware of the issue
- I was happy with the time taken to get back to me after I complained
- The letter mentioned all the points I raised

Are you listening? Feedback from the survey

- The Community Matrons who visited my father were very helpful
- The admin lady was fantastic and the nurse who called me back was superb, I would like to compliment them
- I felt reassured when the team manager called me. I would not hesitate to use this process again
- I was kept informed about my complaint
- The service was very prompt with their reply to my complaint
- The letter addressed all the points I raised, two years ago I complained but they didn't handle it properly. The new system is quick and professional
- Complaint process was good and I was pleased with the process
- It took a long time to acknowledge my initial letter