

Are you listening? QI Complaints Project

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Aim

To increase uptake of local resolution by 50% by 31st December 2015

Why is this important to service users and carers?

- 1 We care**
The process is more responsive to issues identified by service users/carers.
- 2 We respect**
The service listens which allows service users/carers to work jointly to implement change/improvement.
- 3 We are inclusive**
Service users/carers will be involved in the discussion and changes to improve the service.

Driver diagram

Aims:

Primary Drivers

Secondary Drivers

Change ideas

CHN staff

Skills
Learning and feedback

Customer service / complaints avoidance
Complaints awareness
Complaints process training
Local resolution guidance / support
Learning from complaints – focus groups

Local process

Local ownership of process

In house process management (compliant with trust standards)

Local governance

Local decision making
Patient and carer experience of new process
Quality assurance

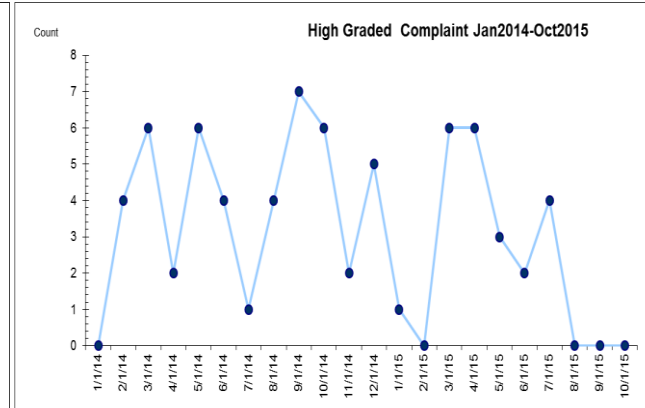
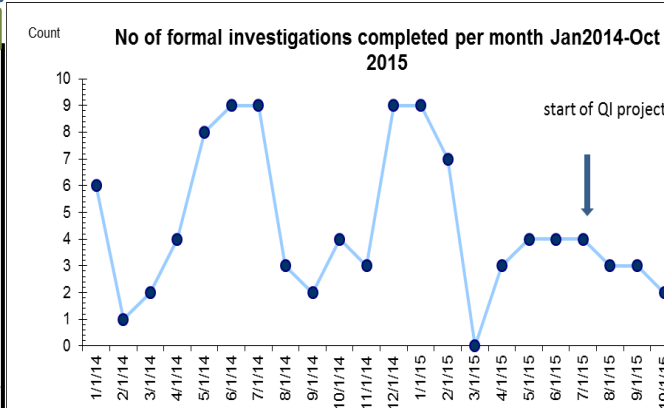
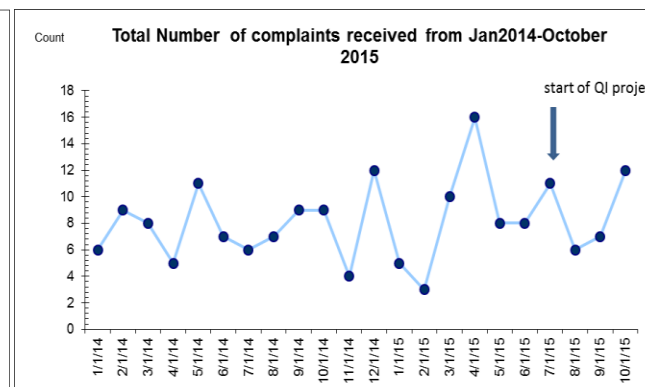
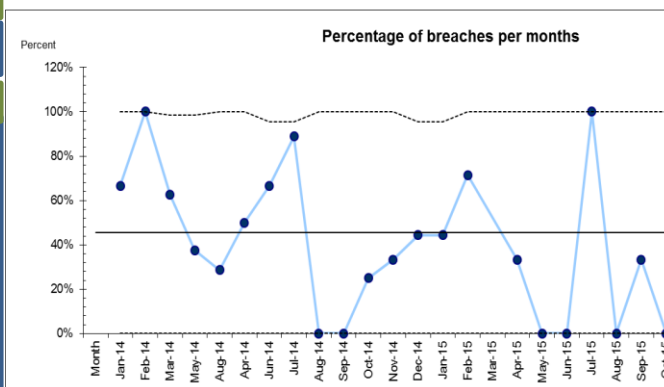
CHN Quality Panel – to make decisions on local v formal investigation, and to quality check responses
Feedback leaflet linked to use of PREMs

Data

Feedback mechanisms
Local ownership of data

Feedback to teams
Increased use of reporting including Datix for informal complaints (system to record all calls to complain and refer complaints that go directly to central team)
Local logging of all concerns/issues

AIM:
To increase uptake of local resolution by 50% by 31st December 2015



Outcome measures

Measures

1. New response letter – to provide a more streamlined and focused letter
2. Local resolution templates – to allow teams to learn from complaints
3. Local concerns log – to allow teams to review and feedback via “You said /We did” poster
4. Planning Focus groups with teams – to explore challenges faced by staff
5. CHN Quality Panel – to increase ownership of the process within the directorate
6. Customer Care Training for staff – to enhance staff skills in dealing with public
7. Feedback from staff ,service users/carers – to determine if the new process has made a positive impact

Why did you choose those measures?

To enable teams to successfully carry out local resolution and learn from the issues raised regarding their service. This will enhance service user /carer satisfaction

What are we testing?

1. New response letter
2. Local resolution templates
3. Local concerns log
4. Focus groups with teams
5. CHN Quality Panel
6. Customer Care Training for staff
7. Feedback from staff and complainants



Learning

1. The services are more involved in investigating and resolving the complaint. This has enabled services to have more in depth knowledge of the service user needs.
2. Services will have more ownership of the complaint process to make changes according to service user needs where possible.