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| TRUST BOARD IN PUBLIC | | Date: 28th April 2016 Agenda Item: 2.1 |
| REPORT TITLE: | Clinical Presentation – Complaints Process | |
| EXECUTIVE SPONSOR: | Fiona Allsop Chief Nurse | |
| REPORT AUTHOR (s): | Des Holden Katharine Horner Medical Director Patient Safety & Risk Lead | |
| REPORT DISCUSSED PREVIOUSLY: (name of sub-committee/group & date) | N/A | |
| Action Required: | | |
| | Discussion (√) | |
| Purpose of Report: | | |
| To inform and discuss a new process for managing patient complaints. | | |
| Summary of key issues | | |
| In view of the number of patient complaints that get re-opened, or fail to adequately meet the expectations of the patient or their family, the process for interacting with complainants and meeting their expectations has been re-designed. This presentation sets out why and how, and early feedback. | | |
| Recommendation: | | |
| To note and discuss the new process as presented by Katharine Horner. | | |
| Relationship to Trust Strategic Objectives & Assurance Framework: | | |
| SO1: Safe -Deliver safe services and be in the top 20% against our peers SO2: Effective - Deliver effective and sustainable clinical services within the local health economy SO3: Caring – Ensure patients are cared for and feel cared about | | |
| Corporate Impact Assessment: | | |
| Legal and regulatory impact | Relevant to regulation | |
| Financial impact | minor | |
| Patient Experience/Engagement | To improve the satisfaction with the complaint management process | |
| Risk & Performance Management | An important element included in the presentation | |
| NHS Constitution/Equality & Diversity/Communication | Communication is an essential element of the complaints process | |
| Attachment: | | |
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