

# Improving complaints management

*Working with patients to redesign our service*

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# Our project

*Creating a patient-centred service through co-design*

## Why?

- Response times
- Feedback about letters and responses
- Aim to resolve more informally
- Need to improve staff engagement with the process
- Ensure the service is accessible to all: especially those least likely to speak up

## How?

- Patient-led quality improvement
- HEE fellowship- QI framework aligned with trust QI programme

## Successes so far

- Patient panel
- Increase in family meetings
- Increase in response planning meetings
- Improved engagement at divisional governance
- Accessibility

# Key people

*Who is helping us to deliver*

## Crucial support

- new CEO
- Director of Nursing
- Medical director
- Non-executive director lead for quality
- Trust clinical QI lead
- Patients

## Tracking progress

- Trust board updates
- Quality committee
- Trust executive committee

# Challenges

*What's getting in our way?*

## Medical staff engagement

- Varying levels of consultant interaction with the complaints process
- Complaints process that actively engages with them
- Accountability and escalation

## QI clinically-focused

- Most trust QI focused on clinical services
- Complaints impacts across the trust- one of a number of 'corporate services' that are patient-facing
- Patient safety often gets prioritised in the quality agenda

## Scale of trust

- Over 11k staff – engagement
- 1200 beds, multi-site, regional centre

# Next steps

## *Where we are going*

### **QI project to be exemplar for patient involvement**

*Use the project to promote the benefits of working with service users from the beginning of the project.*

### **Expand patient participation**

*Engage more diverse groups and stakeholders to ensure a variety of voices are enabled to make a contribution.*

### **Involve staff in the redesign**

*Collaborate with staff stakeholders to ensure our internal processes are designed to be effective and engaging- establish a staff panel*

### **Medical engagement**

*With the medical director, formulate a strategy for gaining strong medical engagement.*