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.