

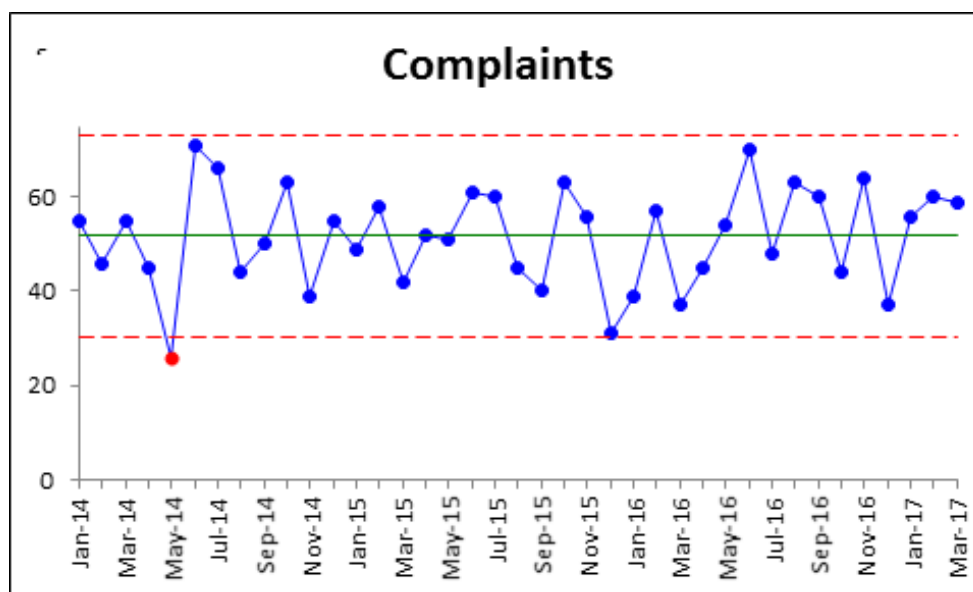
## Complaints Annual Report 2016/17 – Key Messages

### Number of complaints

Total number of complaints received during April 2016 to March 2017 was 661, an increase of twelve percent (592 received in 2015-2016).

At the time of reporting 565 complaints have received a response (94 closed for other reasons). Of these, 81 complaints were upheld (14%), 199 were partially upheld (35%) and 285 not upheld (51%). The proportion of complaints upheld places the Trust as within range of other regional mental health providers.

The following chart tracks the number of complaints received into the Trust from 2014 to March 2017. It demonstrates the variation of complaints received over that period

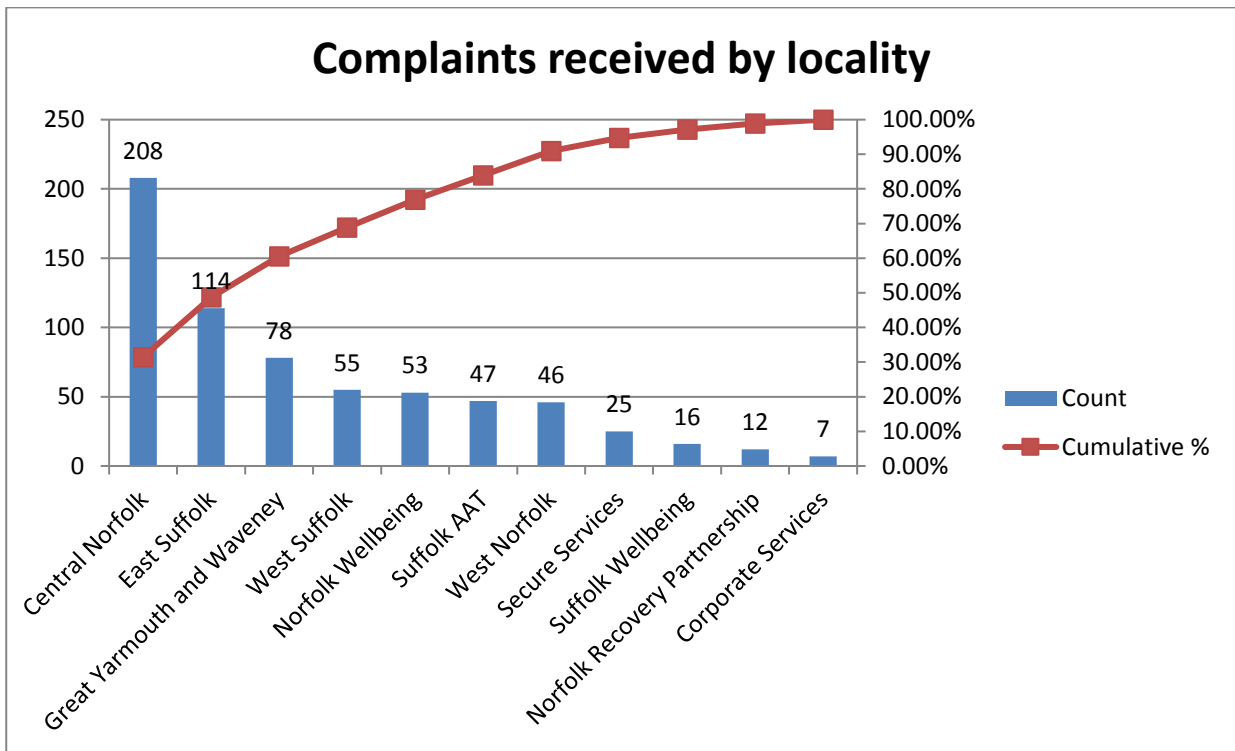


### Members of Parliament

The Trust also responded to 157 enquiries from Members of Parliament acting on behalf of their constituents who are either service users, relatives of service users or carers.

### Where complaints were received

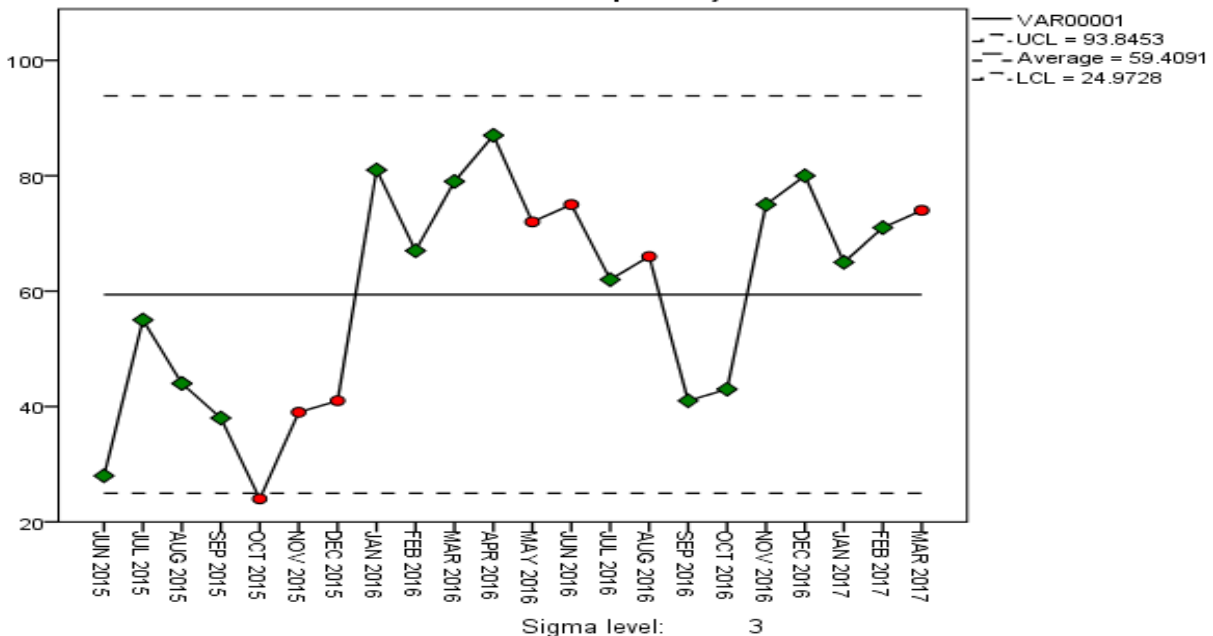
The following chart shows the number of complaints across each locality. The bars represent the total number of complaints (with the number listed above the bar), while the red line indicates the increasing percentage of total complaints.



## Our responses

The chart measures the progress of the Trust in responding to complaints within the agreed timescale for response (30 working days). On average, the Trust responded within 30 working days 63% of the time in 2016/17.

**Percentage of complaints responded to within 30 working days ( by month of response)**



## Listening to people's experience

Through surveying complainant's experience, 53.8% advised it was not clear to them how their complaint would be managed. Throughout the year complaints investigators have been

encouraged to make contact with complainants to try and improve this perception. 57.1% of those surveyed felt they were not adequately kept informed of the progress of their complaint and would have liked more contact. This area is discussed via Complaints Handling training for investigators.

In terms of overall satisfaction with the way their complaint was handled, 53.4% (an increase from 26% in 2015-16) of those who responded stated they were mainly satisfied, satisfied or very satisfied.

## **The Parliamentary and Health Service Ombudsman**

The Parliamentary and Health Service Ombudsman is the second stage of the NHS Complaints Process. Complainants may request review once the Trust has provided a response. During 2016/2017 the Trust has been informed 14 complainants requested review of their complaint by the Parliamentary and Health Service Ombudsman. Two of these investigations resulted in the Ombudsman making recommendations to the Trust. Action plans have been produced and completed to address identified learning.

## **Learning**

All services discuss themes from complaints at Locality Governance meetings. There are many cases where service improvements have been directly related to the outcome of a complaint, and some examples are given below:

Poppy Ward, which had been receiving a higher number of complaints compared to other teams have reviewed how staff can be supported and encouraged to address concerns at the point where they are raised as opposed to immediately escalating these as formal complaints. This helps people to get a resolution to their concerns as soon as possible.

East Suffolk Integrated Delivery Teams have undertaken an engagement event with service users and carers to enable a more proactive approach to understanding the experiences of people using our services.

In Great Yarmouth and Waveney, the locality uses data to establish some coproduced actions with the teams in the Acute Service. The locality is piloting a Service User and Carer complaints learning panel which will present analysis and learning back to the complaints department.

Two ongoing themes for Wellbeing in Norfolk and in Suffolk are people's concerns about waiting too long to access treatments. We have raised this with the Clinical Commissioning Groups and this has also been highlighted following a review we undertook with the National Intensive Support Team for IAPT services. As a result we are in discussion with commissioners about adjusting our processes to mean we are better able to ensure people access treatment in a timely fashion.

## **The full report**

You can find more details within our full report which was received by the Trust board in October 2017.