Extracting Learning from Complaints Handling

Receipt of Complaint
- Suggested lessons from complaint identified by complainant (as outcome sought)
- Triage - Any immediate continuing risk. Contact DM to action
- Notify DM/Risk Management of any concerns re patient safety

Investigation by Directorate
- Identification of urgent issues or any further concerns by DM/CD e.g. potential to reoccur - take any immediate action needed
- DM/CD reports lessons at Directorate Governance meeting evidenced by minutes

Response
- State findings and what has been done to prevent further instances if applicable
- Chief Executive personal scrutiny and identification of poor practice
- Action Plan - Who/What/When: learning issues and actions taken
- Any Cross-Trust issues to be reported to IGG (Integrated Governance Group) and/or CPG

Further Concerns
- Further response with any further actions/learning documented
- DM to update Action Plan if new issues for learning, ensure completion and communicate to Directorate Governance meeting
Local Resolution Meeting
- LRM Chair identifies issues arising from discussion at meeting and documents for follow up if necessary
- LRM Chair ensures any follow up actioned by DM/CD at Directorate Governance meeting and also added to LRM summary minutes to describe what further formal action has been taken following the LRM

PHSO
- Any actions recommended by PHSO review shared with DM/CD and notified to Complaints Panel and Board Meeting
- PHSO may require further/updated Action Plan
- Are lessons Trustwide? - If so share with DMs via Business Meeting and with IGG

Legal
- e.g. Coroner's Comments and identification of issues with recommended actions for Trust from Complaints case - notified to PRD and Directorate for action by Legal Services

Patient Survey
- Survey of complainants in respect of their perception of how complaint was handled and the actions taken by the Trust

Other
- Revalidation - Medical staff appraisals now including revisiting lessons learned from complaints (Nurses in 2015)
- Appraisals for other staff
- Outlier concerns notified to Medical Director/Nursing Patient Services Director as this is identified
- Use examples of lessons learnt in training staff (PRD/HR)