

**EXECUTIVE SUMMARY****REPORT TO THE COUNCIL OF GOVERNORS****TUESDAY 1<sup>ST</sup> DECEMBER 2015**

<b>Subject</b>	Annual Complaints and Feedback Report 2014/15
<b>Executive Director</b>	Professor Hilary Chapman, Chief Nurse
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<b>Status<sup>1</sup></b>	A

**PURPOSE OF THE REPORT**

To report on complaints and feedback received by the Trust between 1 April 2014 and 31 March 2015.
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**KEY POINTS**

- During 2014/15, the Trust received 1359 formal complaints, a slight decrease on the 1378 complaints received in 2013/14. The Trust responded to 1362 complaints during 2014/15 and 1346 informal concerns.
- All trends in relation to both numbers of complaints received and issues raised by complainants have been investigated throughout the year. The most commonly raised issues of concern by complainants in 2014/15 were about the attitude of staff, appropriateness of medical treatment, and communication/information.
- The Trust did not achieve its performance target of responding to 85% of complaints within 25 working days during 2014/15. The Trust achieved 76% against this target, a slight increase compared to 72% for 2013/14. As with 2013/14, there were a significant number of open and overdue complaints remaining in the complaint backlog this year. Work has been ongoing and at the end of March 2015 the backlog was down to 35 open and overdue complaints. The Trust is in a strong position to begin achieving the 85% target during 2015/16.
- During 2014/15, the Trust participated in the National Inpatient Survey, National Accident & Emergency Survey, and the National Cancer Survey. The Trust performed well in all surveys, and actions relating to areas of improvement are outlined in the report.
- Throughout 2014/15, the Trust continued to expand the Friends and Family Test (FFT). The FFT is now carried out within inpatients, A&E, maternity, outpatients, day case and community services. All FFT CQUIN targets were achieved in 2014/15.
- The Trust continues to offer a range of methods for patients to leave feedback; websites and comment cards continue to be an important source of information from patients and relatives wishing to tell us about their experience. During 2014/15, 623 comment cards were completed, compared to 679 in 2013/14. 379 comments were left via websites during 2014/15, compared to 423 in 2013/14. This decrease coincides with the rollout of the Friends and Family Test across all services within the Trust.
- The report outlines the key complaint and feedback priorities for 2015/16.
- The report also provides a brief overview on key achievements throughout 2014/15 and priorities for 2015/16 for Arts in Health, Voluntary Services, Reception Services, and Patient information.

**IMPLICATIONS<sup>2</sup>**

<b>AIM OF THE STHFT CORPORATE STRATEGY 2012-2017</b>		<b>TICK AS APPROPRIATE</b>
1	Deliver the Best Clinical Outcomes	
2	Provide Patient Centred Services	✓
3	Employ Caring and Cared for Staff	
4	Spend Public Money Wisely	
5	Deliver Excellent Research, Education & Innovation	

## RECOMMENDATIONS

The Council of Governors is asked to note the contents of the report.

## APPROVAL PROCESS

Meeting	Date	Approved Y/N
TEG	09.09.15	
Healthcare Governance Committee	28.09.15	