

## Complaint Handling Questionnaire: Report ii

Healthwatch Peterborough are working in partnership to monitor and review the formal complaints received by Peterborough and Stamford Hospitals Foundation NHS Trust. This is the second of our quarterly reports.

### Report ii: November 2014 to January 2015

Up to and including 16<sup>th</sup> January 2015 a total of 21 surveys were received.

All were of differing levels of completeness, therefore figures do not necessarily equate.

Results given are numbers of responses - not percentages, with the exception of the final two graphs, which show key areas of reduction of level of service.

A number of responses were noted '?' and many with additional commentary.

As previously stated, this report highlights outcomes for each stage and gives demographics. However, further analysis is needed to establish, for example, understanding or sympathy (handling) were looked at individually and then compared with their satisfaction at (1st letter 3rd letter etc). This could provide a clearer picture for the Trust on what is going right or wrong in the process in more detail.

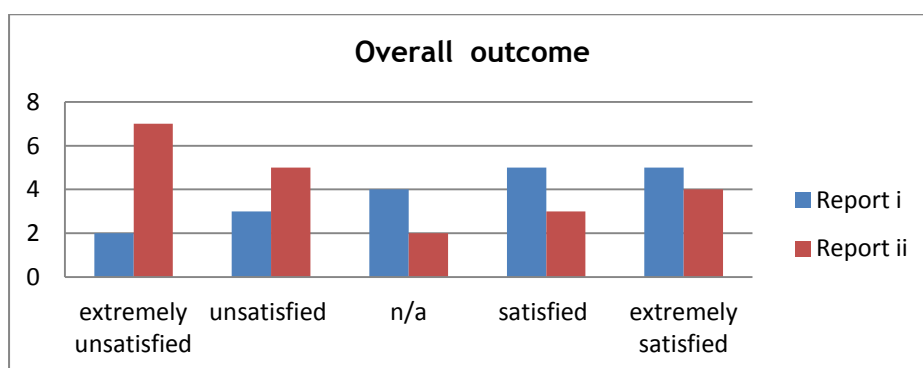
### Comparisons/ monitoring

Purpose of the complaint handling questionnaire is to monitor the process. Therefore an initial analysis between the first and subsequent report is contained in this report. (**Report i: Aug-Nov 2014 and Report ii: Nov 2014-Jan 2015**)

For the final report in this phase of the project (due March 2015) a range of analysis will be undertaken to provide the most comprehensive view of complaint handling at the Trust during the whole period Aug 2014 - March 2015.

**The initial findings from these respondents show a substantial reduction in satisfaction of complaint handling at the Trust.**

See below:



## **Additional comments**

Due to the project adhering to anonymity of respondents, we will not share the individual feedback comments as these can be deemed patient-identifiable.

However, the notes made suggest a range of issues including delays, lost correspondence, failing to address all issues of complaint, lack of provision of written notes to meetings,

The notes included considerably more information about the cases than previous questionnaire responses. This may suggest complainants had not resolved the complaint to a reasonable level and felt the need to reiterate their specific issues.

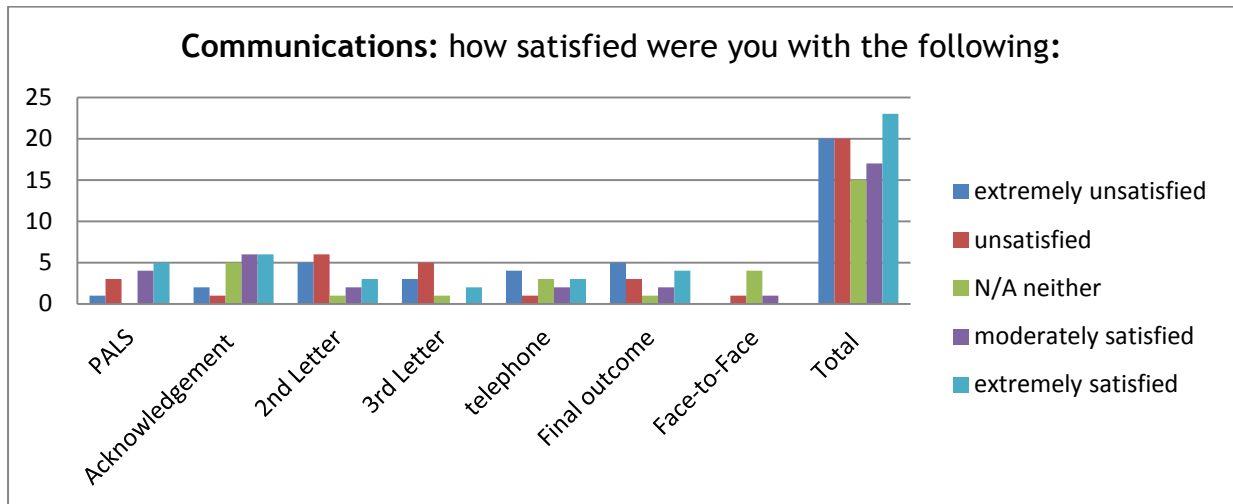
## **Responses**

11 responses were on behalf of the patient, 9 directly from the patient, and one undisclosed.

This continues to show vulnerability of the patients who have been unhappy about their treatment (that more than half require support to raise a complaint). This is also supported by the age range of patient (nearly 50% were over 65 years of age).

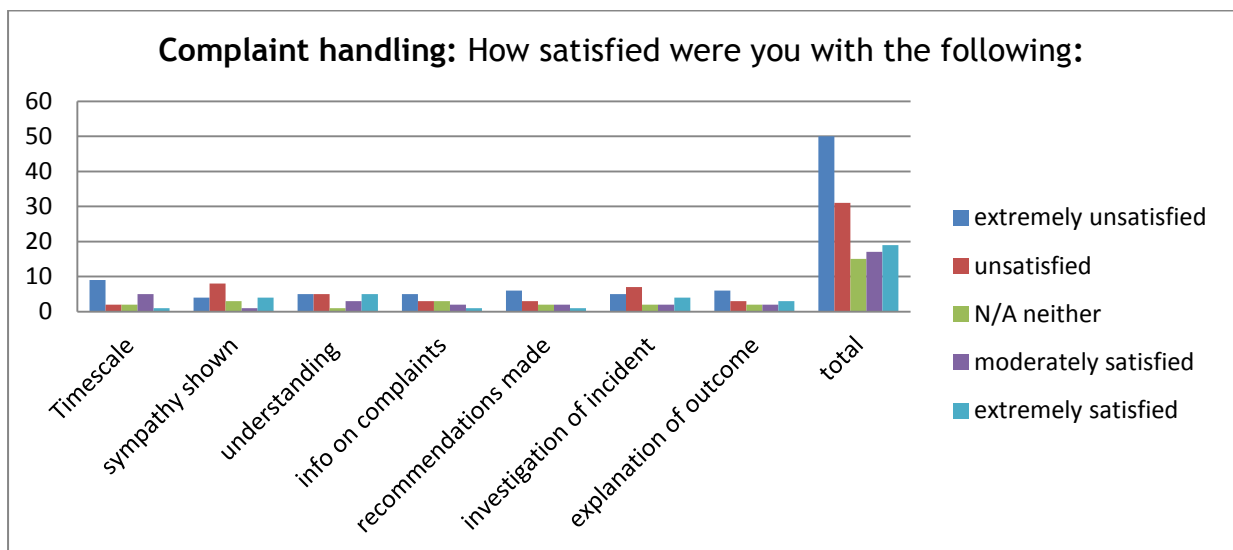
Again the responses were deemed honest and fair submissions. Many gave credit for some areas, even with a moderate and/or extremely unsatisfied outcome. Similarly, an overall moderately and/or extremely satisfied outcome did not deter respondents from low scores for some fields.

**Questionnaire findings:**



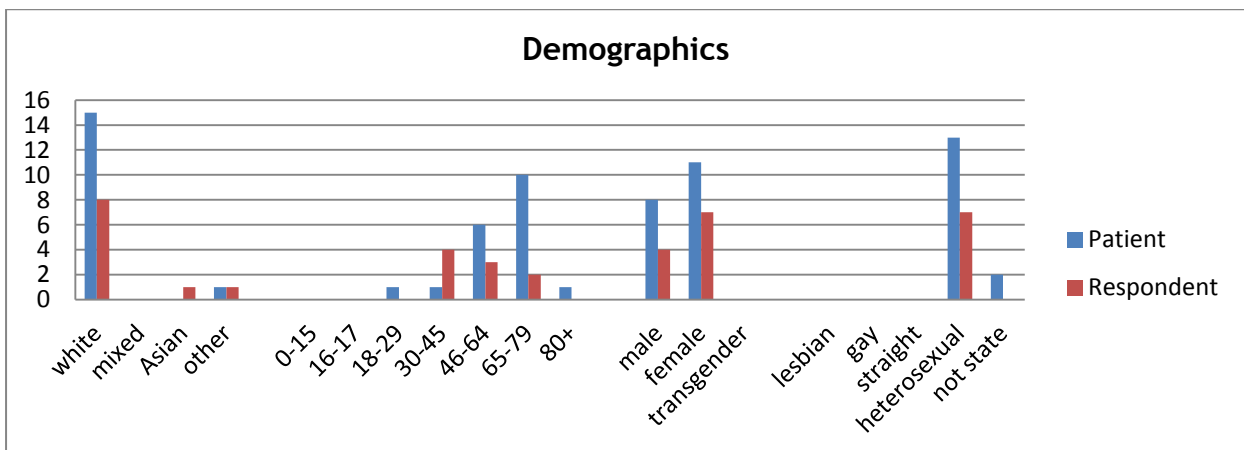
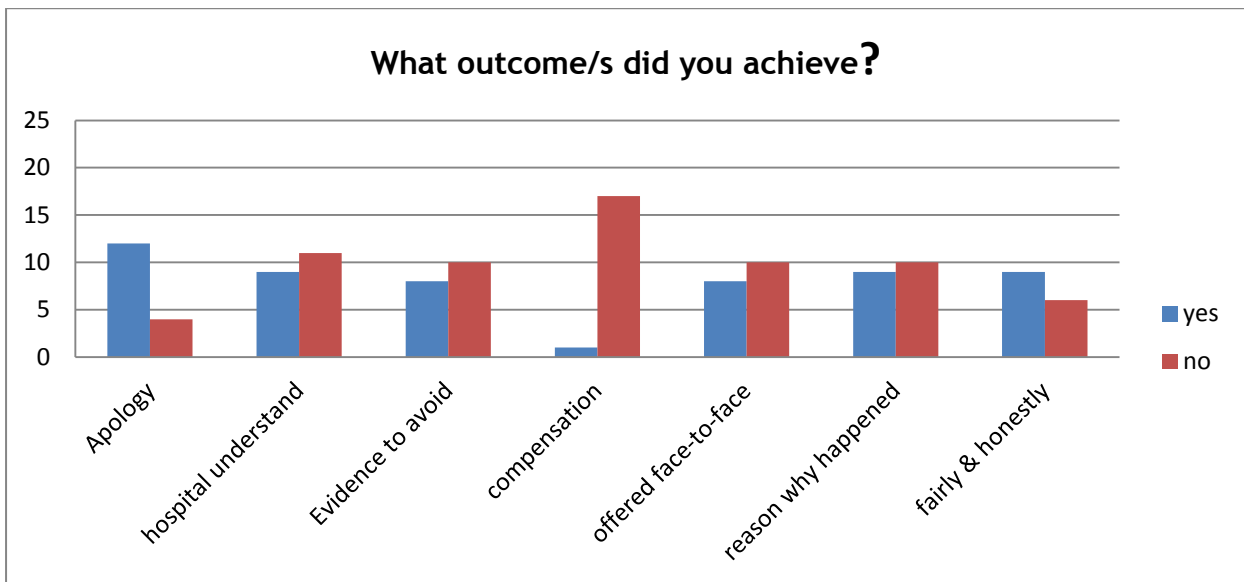
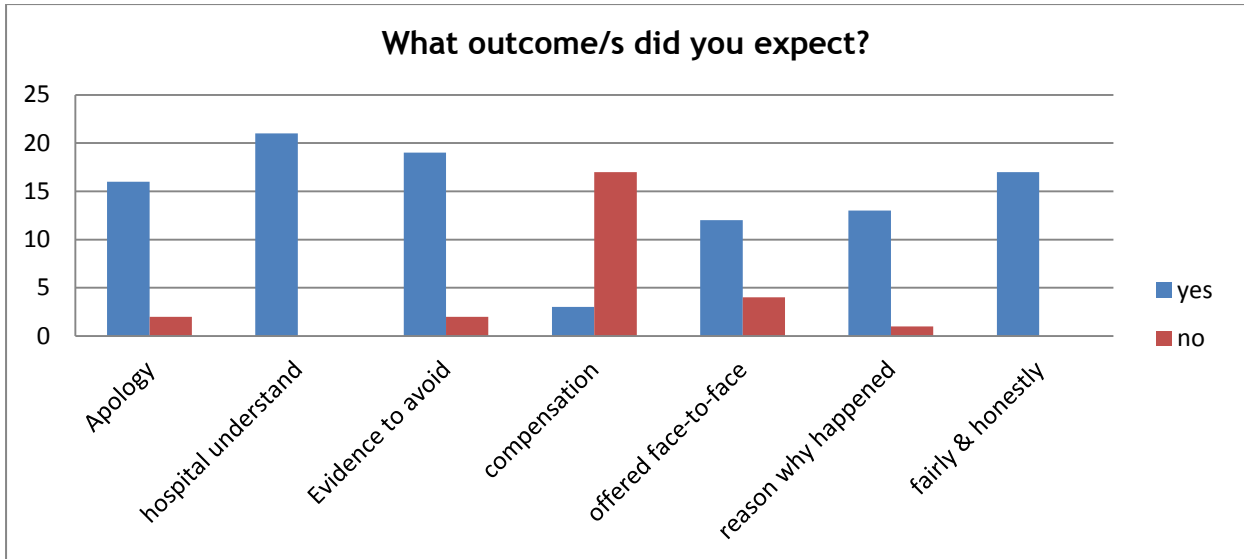
Data shows reasonable satisfaction levels in PALS and acknowledgement letter.

However, for 'second letter' and 'final outcome' the satisfaction rate is noticeably low.



Each area shows a greater level of responses opting for unsatisfied/extremely unsatisfied in all fields.

Data shows 'timescales' being the area with most responding 'extremely unsatisfied'



## Postcode

This field had a better response than **Report i**, with nine postcodes provided.

However, due to the possible identification of respondent/s, these will not be disclosed, suffice to say; of those who noted their postcode:

- Six were within the Peterborough area
- Three outside the Peterborough area

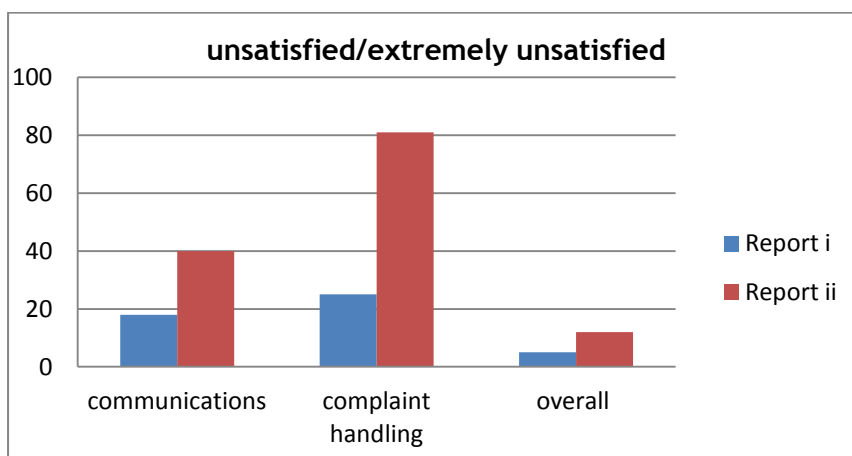
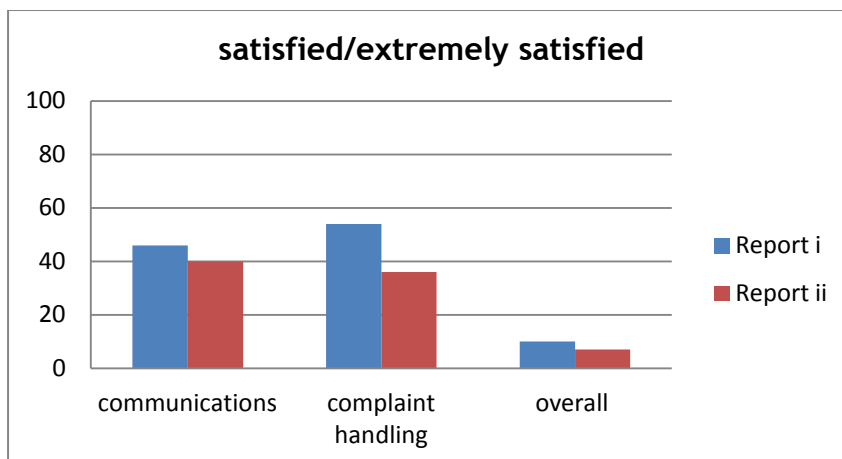
## Monitoring: report comparisons

**Report i** 7 August -5 November 2014

**Report ii:** 6 November 2014- 16 January 2015

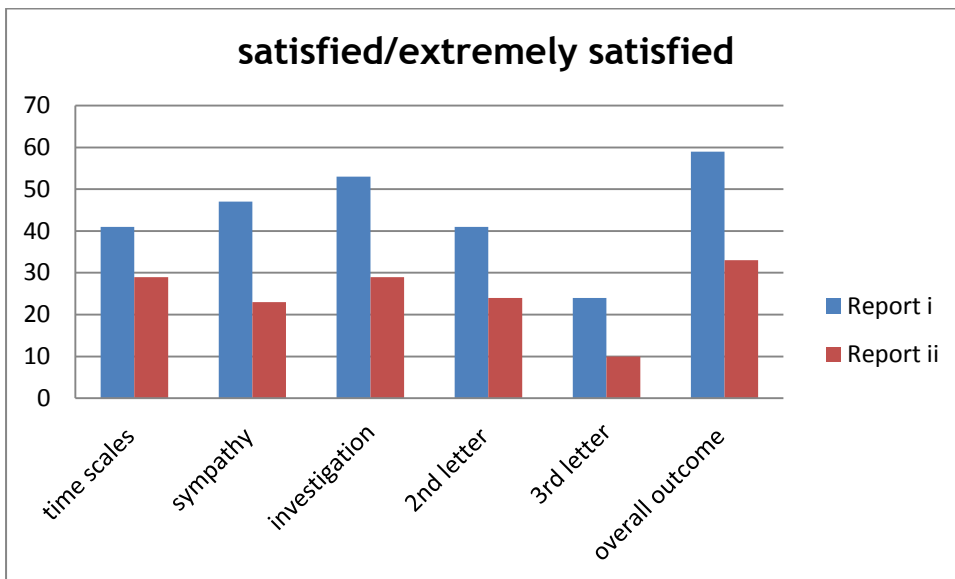
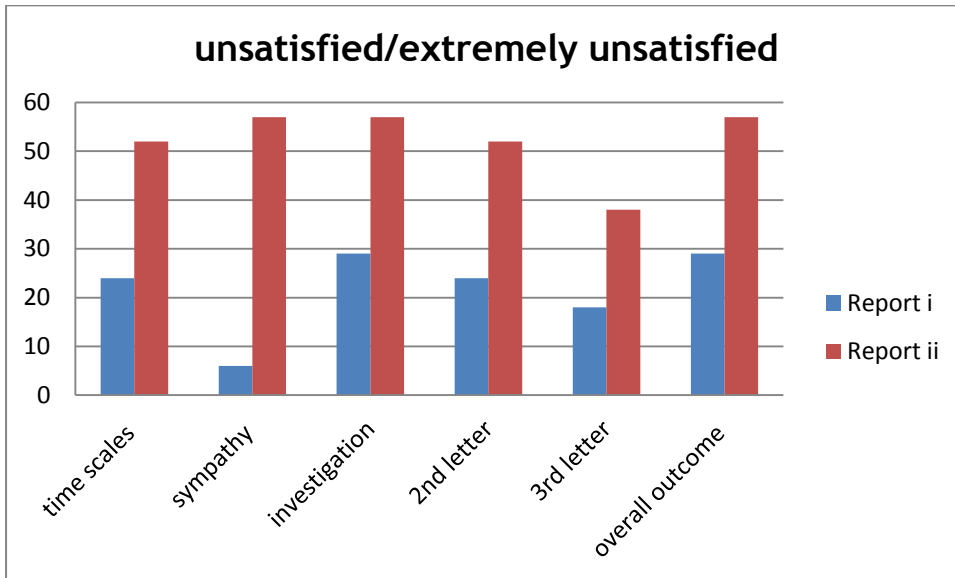
Whilst we appreciate the sample is relatively small, and a further more detailed analysis is needed to identify areas doing well and those that require improvement, due to the findings, we have provided some comparable data.

Figures are total actual number of responses for all fields in each of the three section of the questionnaire.



**Key areas with greatest margins demonstrating reduced levels of satisfaction**

**Data in percentages:**



**END**