

Complaint Handling Questionnaire: Report iii

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

Report iii: 17 January to 30 April 2015 inclusive

Up to and including 30th April 2015 a total of 22 surveys were received.

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

Results given are numbers of responses

A number of responses were noted '?'/'partially'/'eventually'- there was also a number 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.

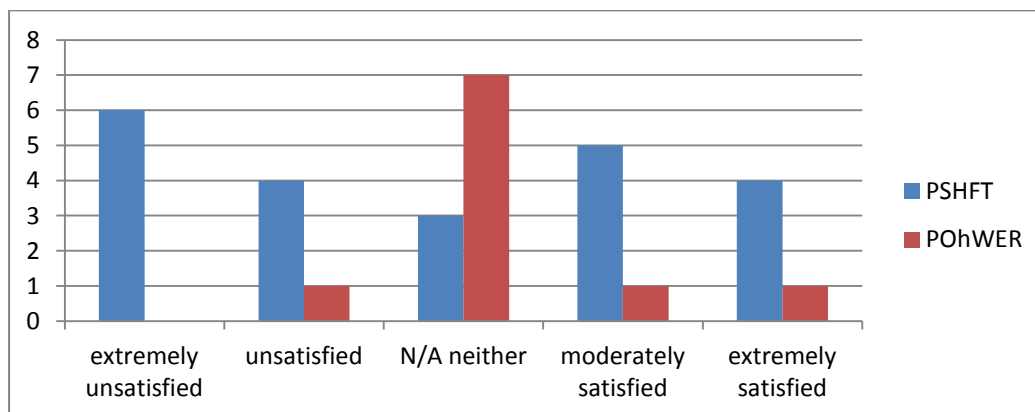
A final report in this phase of the project (due July 2015) with a range of analysis will be undertaken to provide the most comprehensive view of complaint handling at the Trust during the whole period Aug 2014 - April 2015.

This analysis will determine how the questionnaire is developed and/or improved for long term use.

Overall findings for Report iii

There appears a slightly more balanced result compared to **report ii**, but not as positive as **report i**. There is a significant increase in 'neither satisfied/unsatisfied' responses for PSHFT throughout the survey.

There is a considerable increase in complaints from patients over 80 years old.



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 a number of issues raised about delays, lost correspondence, failing to address all issues of complaint, being left feeling ignored, communications from staff and not being offered a face-to-face meeting and comment suggesting escalation of complaint.

One positive comment stated they felt they were treated openly and fairly and reassured it will not happen to anyone else.

Responses

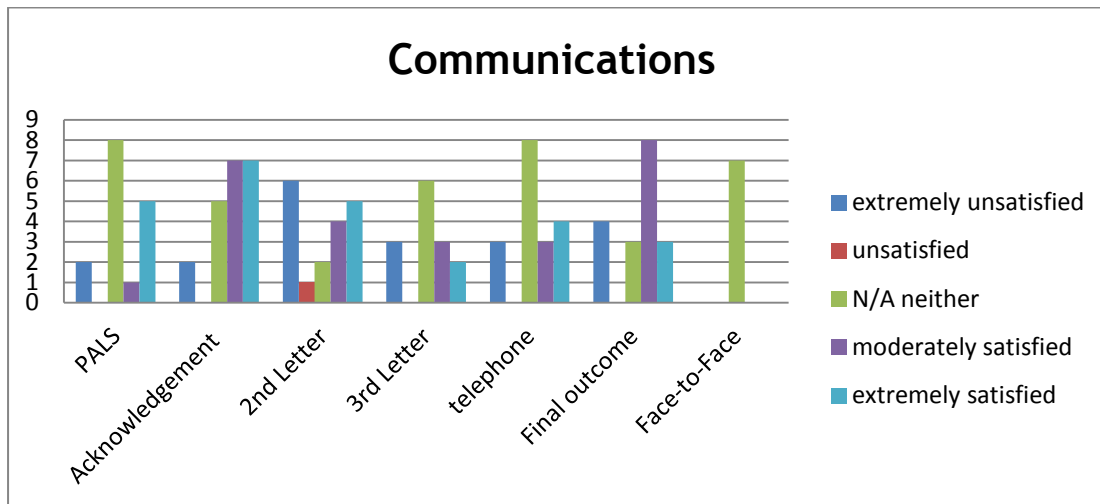
12 responses were on behalf of the patient, 10 directly from the patient

This continues to show vulnerability of the patients who have been unhappy about their treatment and need someone to submit a complaint on their behalf.

This is supported by the fact that a third of patients were over 80 years - and half were over 65 years old.

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.

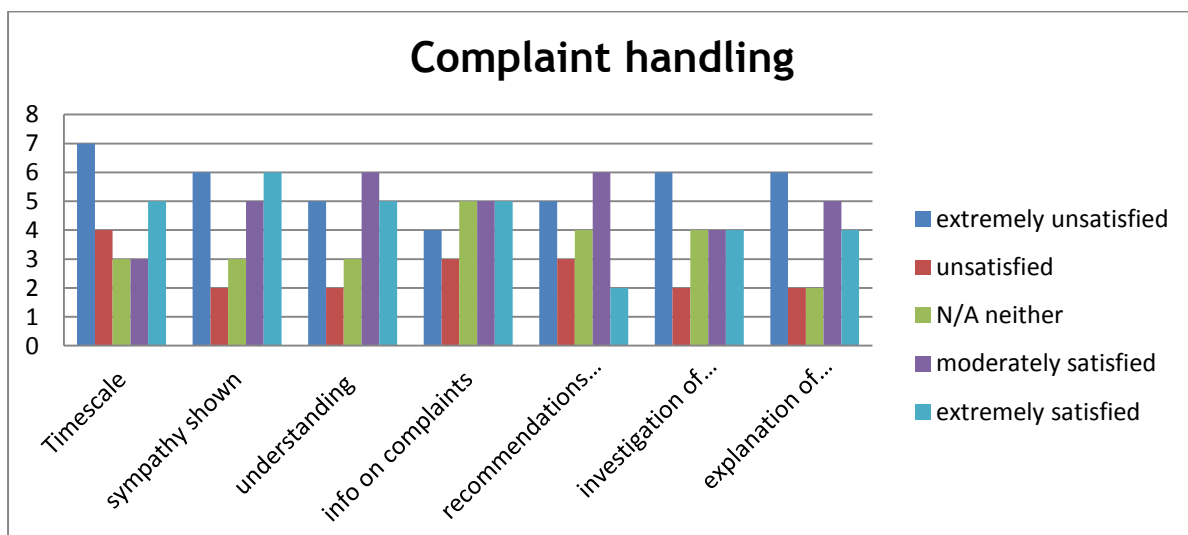
Questionnaire findings:



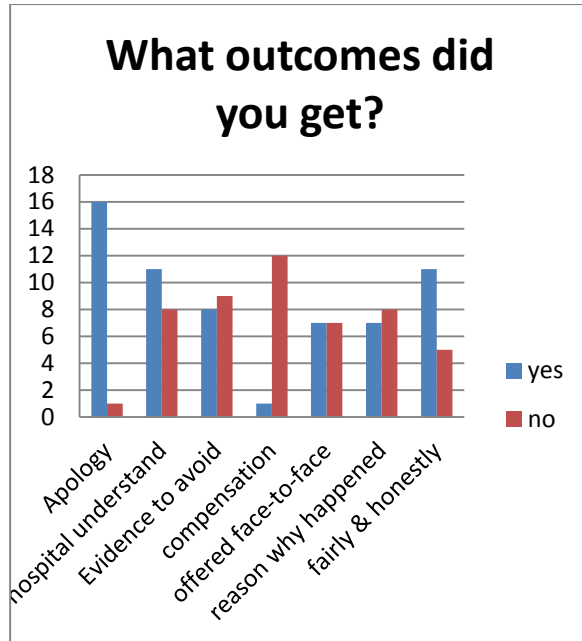
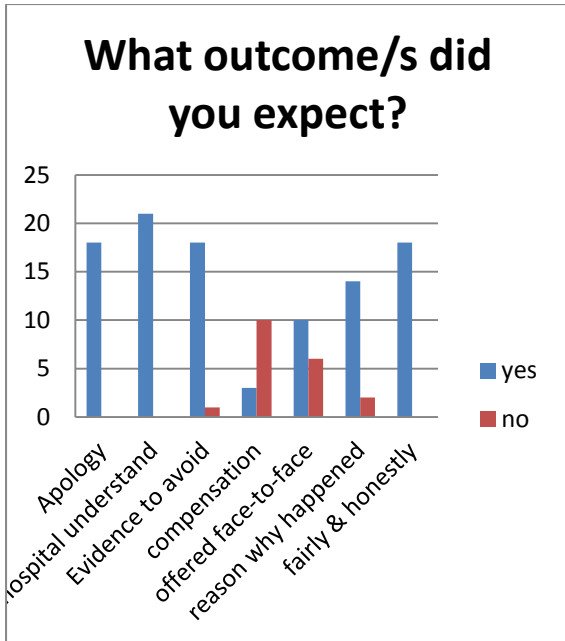
There is an improvement in the balance of satisfaction levels in communications. However, there is a marked increase in the ‘neither satisfied/unsatisfied’ (undecided) field.

The acknowledgement letter shows a sound level of satisfaction - even when some then noted an overall ‘extremely unsatisfied’ outcome.

Also, it is noted that none of the respondents stated a satisfaction level (positive or negative) for ‘face to face’ meeting.



Data shows balanced responses in regards the complaint handling, however, the highest total figure is for **extremely unsatisfied**, which is of concern. There is also marked increase in the ‘neither satisfied/unsatisfied’ (undecided) field.



Data shows high level of apology - but this does not correlate with ‘satisfaction’ levels.

There is a concern that there was a lack of belief that they had been given evidence that it would not happen again.

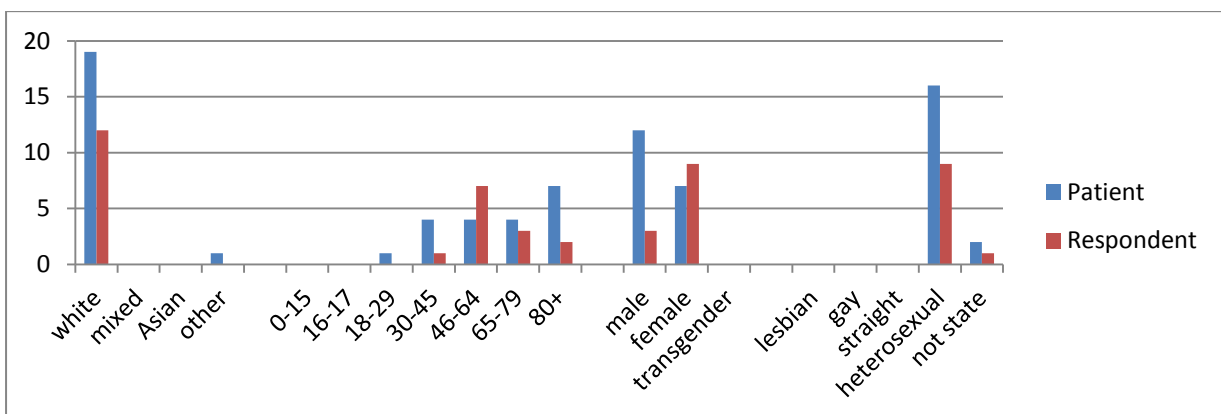
Postcode

Number of postcodes noted - eight postcodes provided.

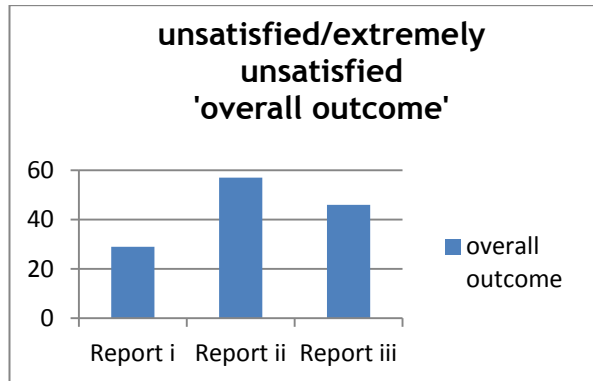
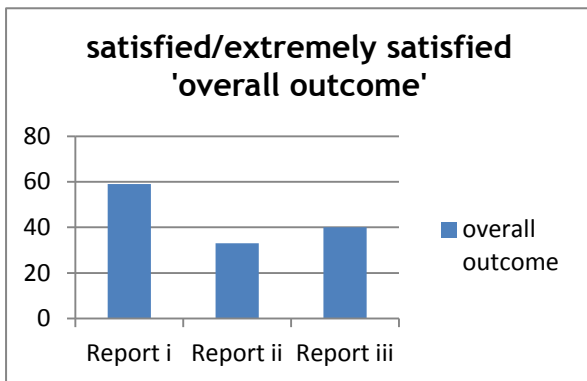
However, due to the possible identification of respondent/s, these will not be disclosed, suffice to say; of those who noted their postcode:

- four were within the Peterborough Local Authority area
- four outside the Peterborough Local Authority area

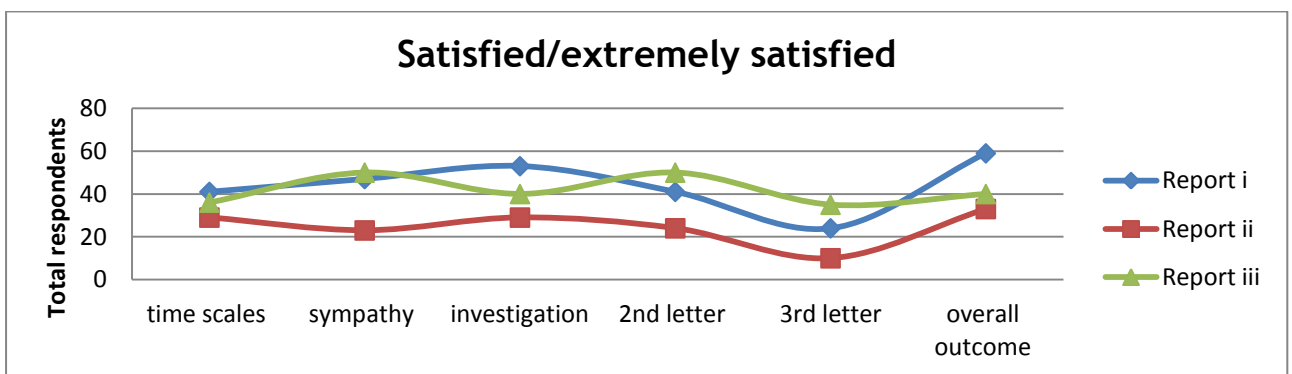
Demographics



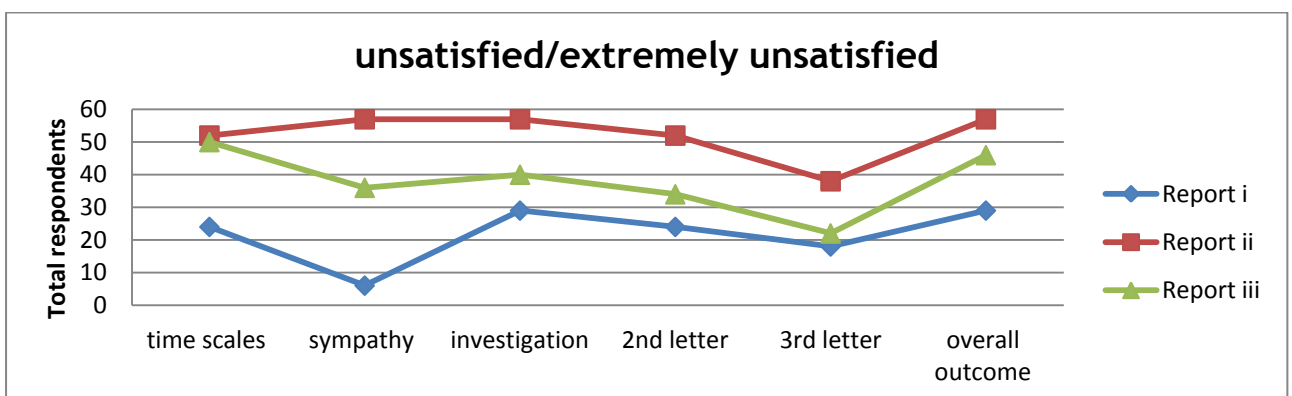
Comparative data for reports i ii and iii



Both charts show **report ii** period to have the lowest levels of satisfaction overall. **Report i** period to have the most positive results, and **Report iii** to be an improvement on **Report ii**, but with still high levels of dissatisfaction.



Report ii shows the lowest levels of satisfaction for all fields.



(NB: **Report i** low 'sympathy' levels - shows a higher level of satisfaction)

Again, **Report ii** shows the highest levels of dissatisfaction, however, **Report iii** shows a similar level of dissatisfaction for time scales.