

Complaints Handling Questionnaire

Healthwatch England is reviewing a range of national data on complaints. If someone is dissatisfied with the NHS or the social care service they receive, it is right they complain, and have that complaint properly investigated.

Healthwatch Peterborough is looking into the complaints handling processes locally. Peterborough and Stamford Hospital NHS Foundation Trust have agreed to support our project by distributing our survey to all complainants.

The survey is anonymous and individual feedback will not be shared with the hospital. Updates and further information on this and other projects go to our website:

www.healthwatchpeterborough.co.uk

- Complainants are entirely free to decide whether or not to complete the questionnaire. No reminder will follow
 - The responses to the questionnaire will have no bearing on the conduct or outcome of the complaints process
 - Individual complainant’s responses are treated confidentially and are not shared with the hospital
- All questions are for the complainant to answer not the patient (unless the complainant is the patient)

How satisfied were you with: (please tick)	1 Very unsatisfied	2 Unsatisfied	3 N/A or neither satisfied or unsatisfied	4 Moderately satisfied	5 Extremely satisfied
Communications:					
PALS					
Acknowledgement letter					
2nd letter					
3rd letter					
Telephone call/s					
Final outcome					
Face to face					
Other (please state)					
Complaint handling:					
Timescale adhered to					
Level of sympathy shown					
Understanding by the hospital of the complaint					
Information about the complaints process					
Recommendations (if any) that were made					
Investigation of the incident					
Explanation of outcome/ decision					
Other (please state)					

Expectations:

What outcome/s did you expect (tick all that apply)	YES	NO
An apology		
Hospital to understand what they had done wrong (in complainant's view)		
Evidence given to avoid it happening again (staff training/ communications)		
Compensation		
Be able to or be offered to speak face-to-face about incident		
Be given reason for how incident could have happened		
Wanted to be treated fairly and honestly		
Outcome/s achieved (tick all that apply)		
Apology		
Hospital understood what they had done wrong (in complainant's view)		
Evidence given to avoid it happening again (staff training/ communications)		
Compensation		
Been able to or been offered to speak face-to-face about incident		
Been given reason for how incident could have happened		
Been treated fairly and honestly		

OVERALL OUTCOME	1 Very unsatisfied	2 Unsatisfied	3 N/A or neither satisfied or unsatisfied	4 Moderately satisfied	5 Extremely satisfied
How satisfied were you with the way the complaint was handled? (please tick)					
If you have used the complaints advocacy service provided by POhWER , please comment on how you would rate their service. If not, please tick N/A					
Any other comment Please use this space to tell us anything else about the complaints process: i.e. if you felt you had been treated openly and with respect or if you felt frustrated, disappointed, how it could have been handled better etc.					

Demographics form

Ethnic Origin (please tick)

WHITE	Patient	Respondent/ complainant	Age:	Patient	Respondent/ complainant
British			0-15		
English			16-17		
Scottish			18-29		
Welsh			30-45		
Northern Irish			46-64		
Irish			65-79		
Roma/gypsy/traveller			80+		
Other					

MIXED	Patient	Respondent/ complainant
White & Black Caribbean		
White and Black African		
White & Asian		
Other		

ASIAN OR ASIAN BRITISH	Patient	Respondent/ complainant
Bangladeshi		
Chinese		
Indian		
Pakistani		
Other		

OTHER	Patient	Respondent/ complainant
Arab		
Caribbean		
Other		

GENDER	Patient	Respondent/ complainant
Male		
Female		
Transgender		

SEXUAL ORIENTATION	Patient	Respondent/ complainant
Lesbian		
Gay		
Bisexual		
Heterosexual		
Do not wish to state		

POSTCODE (first part only i.e. PE2 XXX or PE14 XXX)

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FREEPOST ADDRESS:
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Contact us:

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If you are returning this survey please use the FREEPOST envelope provided -
or send to us FREEPOST at:

Healthwatch Peterborough
Peterborough Citizens Advice Bureau FREEPOST ANG30384
PETERBOROUGH
PE1 2BR

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Please use this space for additional comments/feedback.