

4 Phases:

- Concerns – Face to Face discussion
- Stage 1 – Managed on site
- Stage 2 – Investigated independently of site
- Ombudsman

NHS England/Improvement

Complaint boxes should be provided on all wings and within clinical areas, clearly marked for Practice Plus Complaints. Posters should be displayed to provide details of the complaints process.

The complaint boxes should be emptied by someone other than a clinical healthcare member of staff – just in case the complaint is regarding them.

Where possible, meet with the patient face-face to resolve their concern within 3-5 working days.

If still not happy, escalate to a stage 1 which is managed in house

If goes to a stage 2, the Regional Governance Manager investigates and seeks approval from the Medical Director.

If they remain unhappy, they would then need to go to the ombudsman.

By following this process, it does help to manage those habitual or vexatious complainers.

Complaints are also received via other means, but if they come from NHSE/I, they should be sent to RGM and response provided by the site, but signed off regionally prior to being returned to NHSE/I. The response however, is written to the complainant.

Compliments:

Ensure compliments are logged onto Datix.

- These are not captured effectively and should be part of our reporting culture

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MEETING STRUCTURES

Local and Regional meetings:

- Quality Assurance & Improvement
- Patient Safety Incident Review Group
- Medicines Management
- Regional Quality Review Meetings

National meetings:

- Quality Assurance & Improvement
- Clinical Effectiveness

Provide a breakdown of the different types of meetings and how they feed in to one another.