

Complaints for Shropshire and Staffordshire Area Team

Introduction

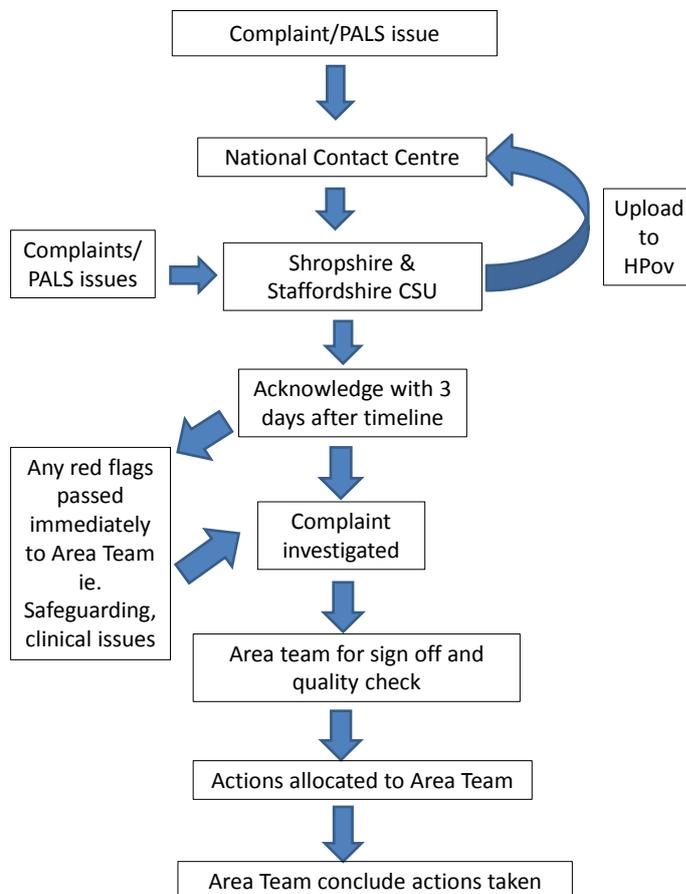
NHS England established the Customer Contact Centre to enable patients and the public to ask questions, seek information and provide feedback and complain. It was initially set up with 3 tiers and was established at speed so a service was in place for NHS England go-live date of 1st April 2013.

It became apparent that there were issues at tier 2 that meant complaints were getting stuck in the system. Locally we kept the previous systems running, and the public could access this via the previous complaints number that were still made available.

Current Situation

Patients and the public can complain/raise issues with Shropshire and Staffordshire Area Team through the local CSU number (which is still available and publicised) and through the Customer Contact Centre. If it is an issue that can be resolved without progressing to a complaint, CSU staff will try to resolve there and then for the benefit of the patient/member of public. The contact centre is able to give out information but won't have that local knowledge that the CSU has which enables a better experience for the public/patients.

Below is a flow chart describing the process. All issues and complaints are loaded into both HP Open View (NHS England's system) and DATIX (Shropshire and Staffordshire local system). This allows local reporting, and triangulation with CCGs and also reporting on a NHS England wide basis.



As of 15th August 2013 the patient service team have dealt with 83 complaints, 408 PALS queries and have collated 247 pieces of soft intelligence about primary, specialised commissioning or offender health services.

Currently the area Team are negotiating an extension for quarter 3 and 4 of the current system supported by the local CSU, to ensure continuity and a positive experience for anyone raising issues. This will then be reviewed as part of a wider complaints project commissioned by NHS England.

Way forward

A project has been commissioned to develop an end to end complaints process from the point the patient or member of the public first makes contact through to final resolution, which will be fit for purpose for April 2014.