

Complaint Handling Questionnaire: Report i

Working in partnership to monitor and review the formal complaints received by Peterborough and Stamford Hospitals Foundation NHS Trust

August to November 2014

Up to and including 6th November 2014, a total of 17 surveys have been received. All were of differing levels of completeness, therefore figures do not balance.

This document highlights outcomes for each stage and 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.

Responses

53% were directly from the patient, 47% on behalf of the patient. Possibly demonstrating vulnerability of the patients who have been unhappy about their treatment.

The respondents demonstrated 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.

65% of respondents were women, 35% were male. Also, all but one respondent replying on behalf of the patient, were women. In nearly 25% of cases a women was responding on behalf of a man.

While not entirely surprising, there may be an need to encourage men to raise concerns, and highlight issues.

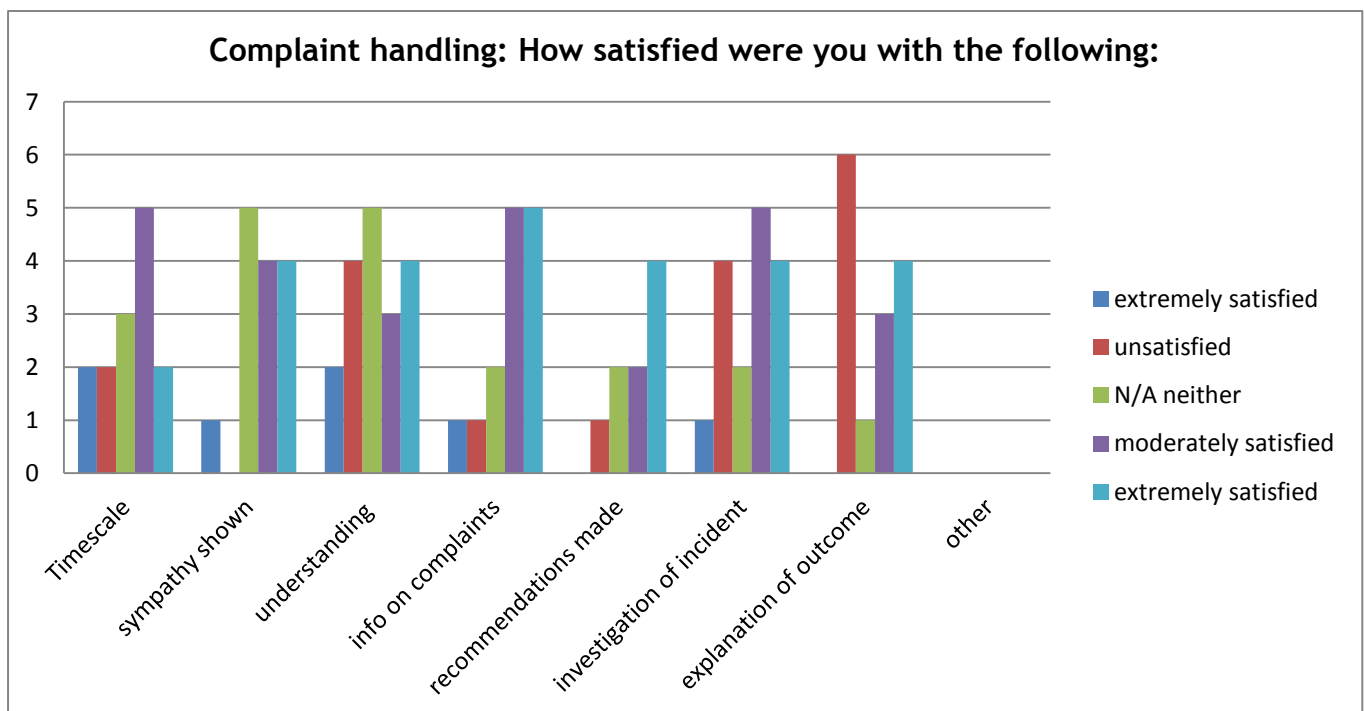
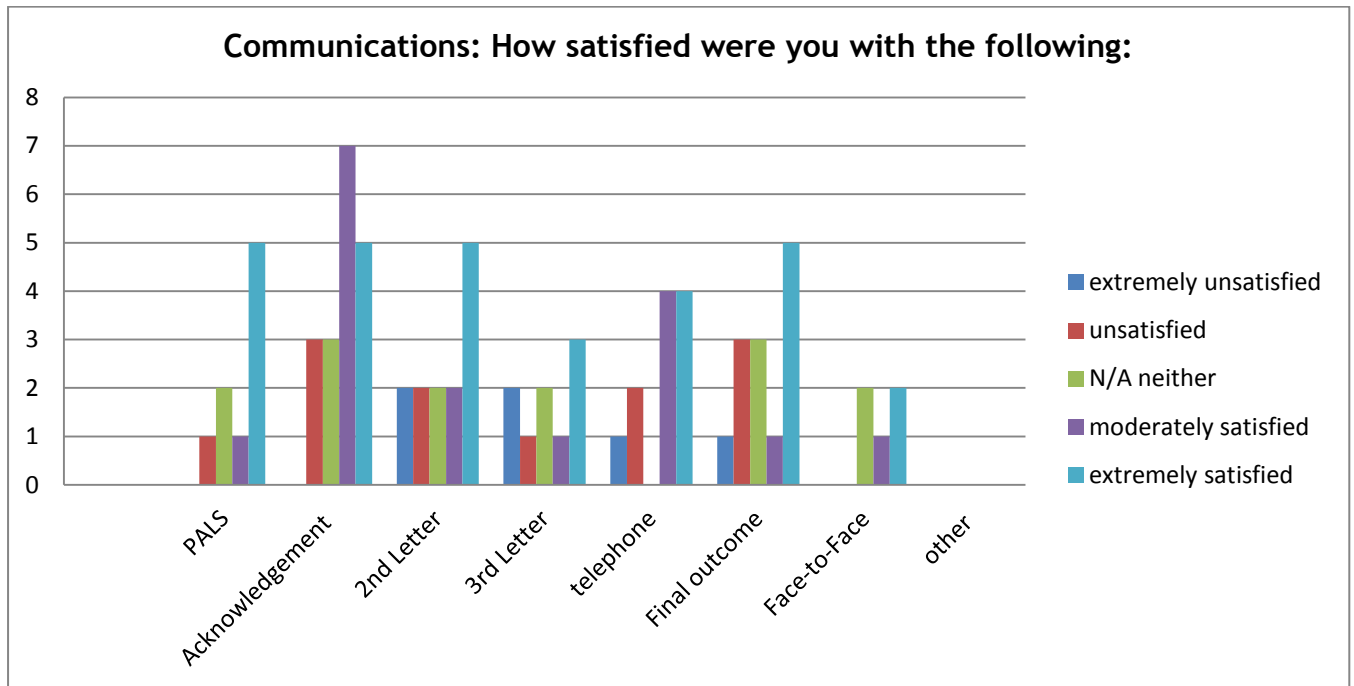
Although this is a small sample of those who have complained, the fact that all respondents where white/British may provide again give rise to a need for awareness and/or other actions, including providing literature in other languages and/or at key sites across the city.

Additional commentary

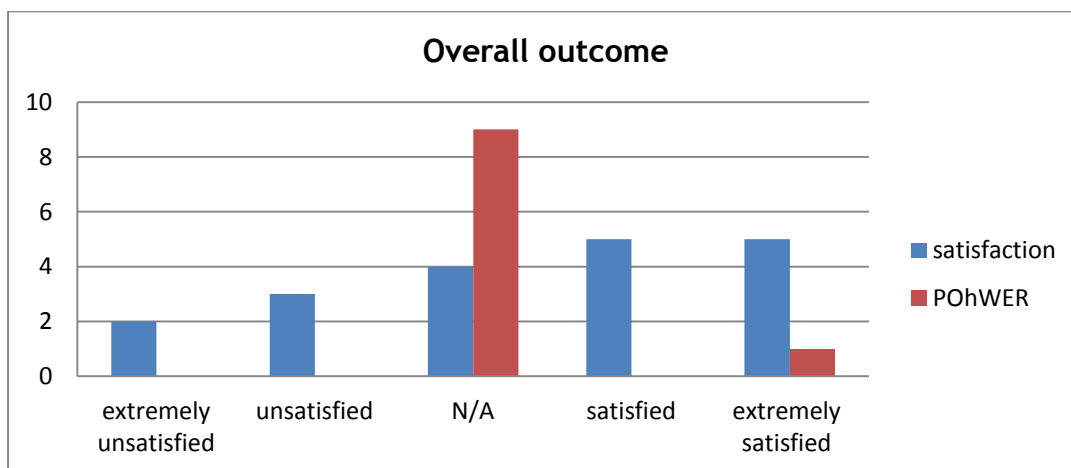
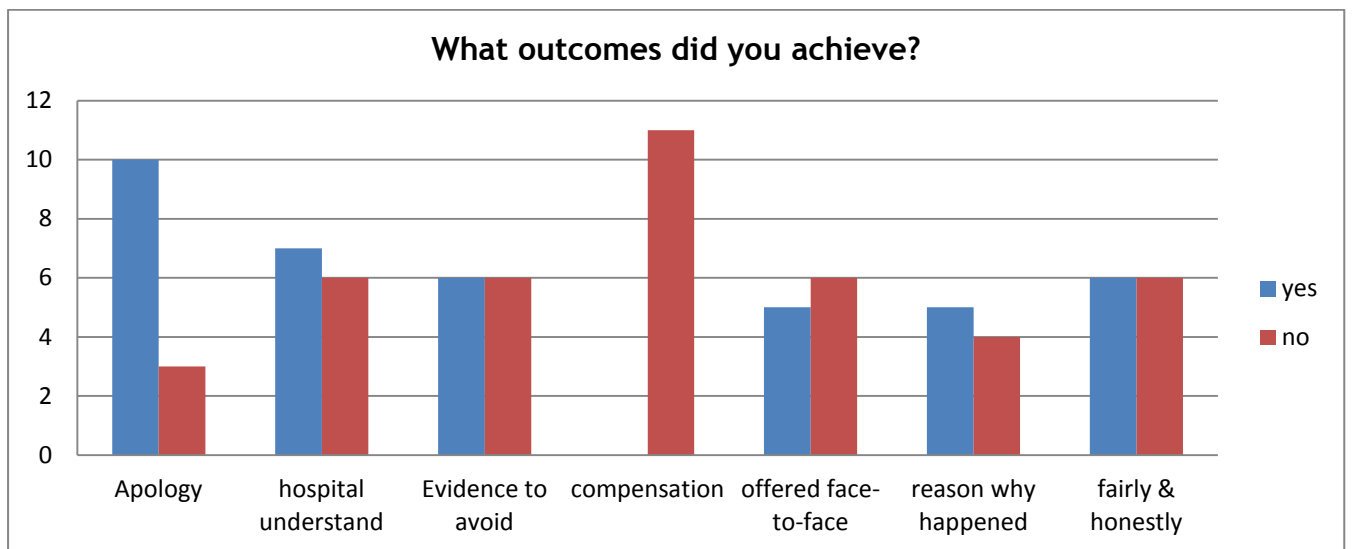
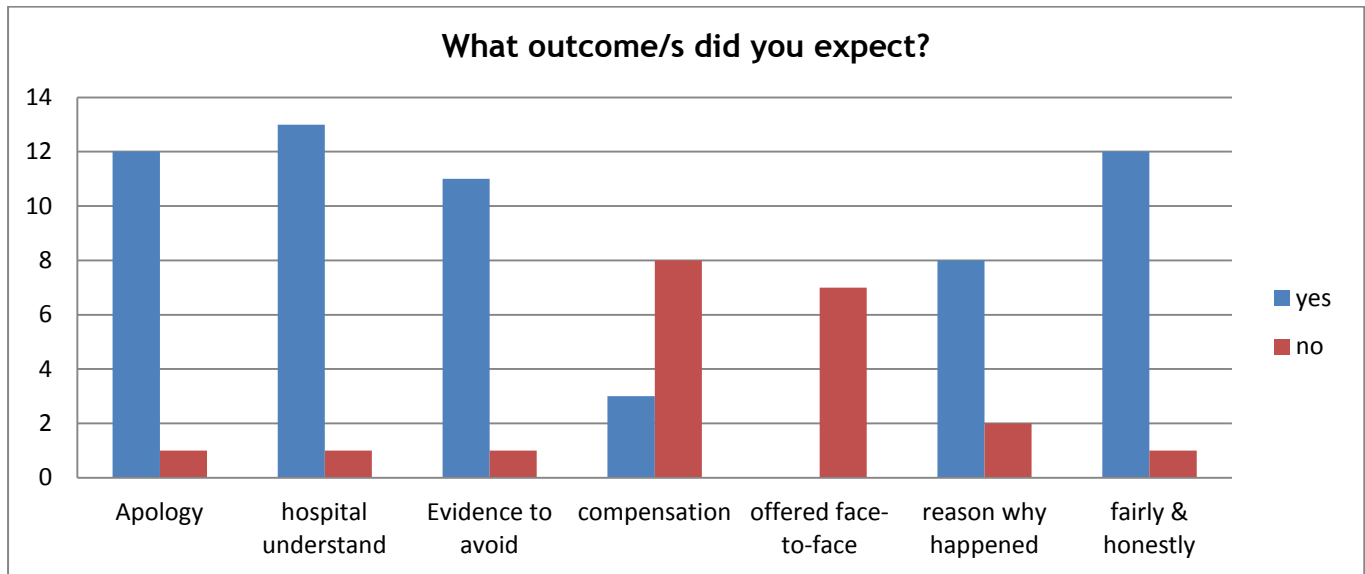
Due to the personal and/or identifiable nature of some commentary, these will not be included.

A range of issues with delays were noted more than any other concern. There was a sense of frustration and disappointment. However, some of these respondents still rated the outcome as moderately and/or extremely satisfied.

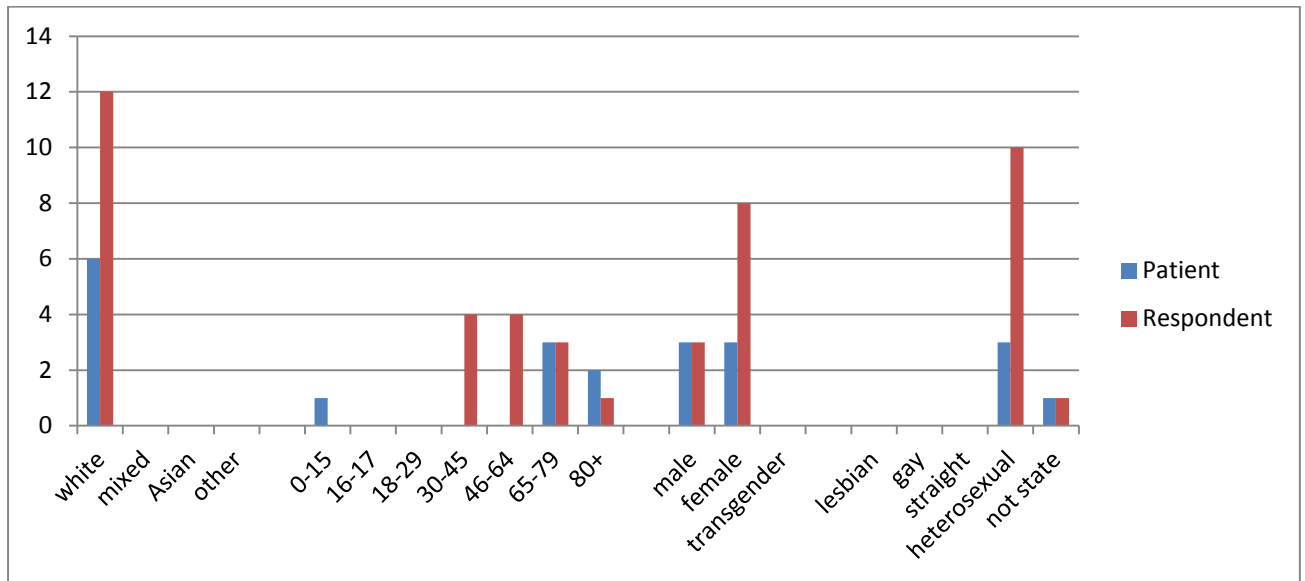
Results



Expectations



Demographics



Postcode

This field had a poor response, possibly due to identification, possibly due to site of question on the questionnaire. To be reviewed.

- PE5
- PE10
- PE7
- PE11