

## Annex A - Research on information about Healthcare complaints

Healthwatch publications			
Name of publication	Date of publication	Summary of the publication	Best practice/ good example
<p><a href="#">Local Complaints: how well are they working.</a></p> <p>A toolkit produced with local Healthwatch</p>	May 2016	A toolkit designed to help local Healthwatch scrutinise local complaints systems, make recommendations based on findings and follow through on the improvements they ask for	<p>Aimed at local Healthwatch</p> <p>Useful diagram on page 5 which could be adapted</p>
<p><a href="#">Local Complaints Systems Toolkit: Resource Pack</a></p> <p>A Healthwatch England resource</p>	May 2016	Gives examples of materials which can be used to help improve local complaints processes	Aimed at local Healthwatch and designed to accompany the above toolkit. Give examples of surveys & questionnaires used by other Healthwatch, as well as actions plans & recommendations.
<p><a href="#">Every Complaint Matters</a></p> <p>A seven-point plan for the NHS and social care</p> <p>A Healthwatch England Briefing</p>	June 2015	A seven-point plan developed from conversations with thousands of people who have direct experiences of the complaints system	<p>Aimed at organisations and includes a seven-point plan:</p> <ol style="list-style-type: none"> <li>1. have one national organisation providing information to patients</li> <li>2. have a single advocacy service</li> <li>3. improve handling quality</li> <li>4. ensure complaints reach right destination</li> <li>5. ensure learning &amp; trends are identified</li> <li>6. all complaint data to be shared with NHS Digital</li> <li>7. Gov to conduct a UK wide review</li> </ol>

<p><a href="#">My Expectations for raising concerns and complaints</a></p> <p>Produced by Healthwatch England, Local Government Ombudsman, PHSO Ombudsman</p>	<p>Nov 2014</p>	<p>A user-led vision for raising concerns and complaints. A 5-step approach. The vision aims to align the health and social care sector on what 'good' looks like from a user perspective (CQC use this framework). This vision was created following the inquiry into failings at Mid Staffs NHS Trust and Government response</p>	<p>Key document.</p> <p>The 5-step plan (page 18) is useful as it shows what patients should expect and what organisations should deliver.</p> <p>Could be a useful way to test what local complaints systems are delivering</p>
<p><a href="#">Suffering in silence: Listening to consumer experiences of the health and social care complaints system</a></p> <p>A Healthwatch England Report</p>	<p>October 2014</p>	<p>The report describes findings of real-life experiences of people who have used the complaints system; highlights failings, and makes 3 recommendations</p>	<p>Some useful ideas for questions to include in any patient focused survey</p>

### Government publications

Name of publication	Date of publication	Summary of the publication	Best practice/ good example
<p><a href="#">NHS Complaints Guidance</a></p> <p>GOV.UK publication</p>	<p>October 2015</p>	<p>Clear description of how to give feedback and make a complaint about NHS services. Explains how a complaint can be either to health service provider or commissioner</p>	<p>Diagram of NHS feedback and complaints procedure could be used in local document</p>
<p><a href="#">Complain for Change</a></p> <p>Parliamentary and Health Service Ombudsman</p>	<p>February 2017</p>	<p>Tips to help someone make a complaint. Written in clear English, and also available in other languages and formats</p>	<p>The easy read version on 'What to do if you are not happy with your health care' is one of the best available</p>

<a href="#">Guidance for Providers on Regulation 16 Health and Social Care Act 2014</a>  Care Quality Commission	October 2018	Regulation 16 gives details of the regulations for providers. It also points out that the CQC can prosecute providers if they do not provide a summary of complaints and their responses.	Attached to this is a list of related legislation, related guidance and other literature on complaints about NHS and social care services
<a href="#">How to complain to the NHS</a>  NHS England	November 2018	This is an updated version of the GOV.UK NHS complaints guidance. Again, it is well written and easy to understand. It includes information about how to complain about adult social care and the use of the Mental Care Act	Contains a clear explanation of when consent is required to make a complaint on behalf of someone else

### Local research on complaints

Name of publication	Date of publication	Summary of the publications	Best practice/ good example
Possability People  <a href="#">NHS Feedback, Concerns and Complaints</a>	January 2017	Brighton and Hove NHS Clinical Commissioning Group (BH CCG) and Brighton and Hove City Council (BHCC) commissioned local organisations to conduct a series of consultation and engagement	Better information is needed about: the timescales and efficacy of the process (does it work/achieve anything) and how will services improve as a result? There is need for regular communication / updates; having a single point of contact; sample letters laying out what info is needed; flowcharts and clear timeframes.
Mind  LiVE Project Service User Consultation -	January 2017		Having an easy to understand flowchart; tackling the assumption that nothing will change; an online complaints

Giving Feedback or Making a Complaint about NHS Services		activities with local people. The aim was to use the information gathered to feed into local service commissioning, planning and delivery.	checker; templates.
Carers Centre	January 2017		A leaflet and/or pathway document that sets out the different mechanisms /explanations of the role of the different routes for complaints and to which organisation one should go to would be useful.
Complaints, Concerns and Feedback Consultation Report			
Brighton and Hove LGBT Switchboard	January 2017		Largely reports on experiences of LGBT individuals in accessing and using complaints systems with case studies and generic recommendations. Highlighted the need for better access e.g. dyslexia; the need to quell concerns about 'retribution'; promotion of the efficacy of the process.
<a href="#">NHS Complaints, Concerns and Feedback Research Report</a>			
NHS Feedback, Concerns and Complaints	January 2017		Provided evidence of barriers: lack of text messaging services; knowing how to book a BSL interpreter; communicating regular updates; ensuring understanding of the process.
Deaf Engagement Report			
Trust for Developing Communities	January 2017		Information about how to make a complaint in BME publications; training sessions for BME; leaflets in different languages; use of social media; promotion of the efficacy of the process; reinforcement of confidentiality.
NHS care: Feedback. Concerns and complaints - a consultation with BME Communities in Brighton and Hove			

Voluntary organisations' research on complaints

Name of publication	Date of publication	Summary of the publication	Best practice/ good example
<a href="#">Good Practice Standards for NHS Complaints Handling</a>  Patients Association	Sept 2013	Part of the response to the Mid Staffs Enquiry. Sets out eight practice standards and four organisational standards. Written mainly for providers and can be used to monitor quality of complaint handling	Although written five years ago all 8 standards are still applicable now when assessing the quality of responses
<a href="#">How to make a complaint about NHS services</a>  Citizens Advice	2016	Explains how to make a complaint using the NHS complaints procedure. It has clear descriptions of what to do and what response should be given	Contains an interactive flow chart that could be adapted
<a href="#">Complaining about Health and social care</a>  MIND	May 2017	This covers complaints about health and social care from the point of view of a person with a mental health condition. It explains the difference between health and social care decisions and who to contact. Also covers the procedure when a complaint is about being under a section of Mental Health act	Provides a comprehensive explanation of the complaints procedure including legal challenge and judicial review. It also has a simple flow chart and a list of useful contacts
<a href="#">How to make a complaint</a>  Patients Association	July 2017	Explains what steps are needed to make an informal and formal complaint. It gives contact details of professional bodies to contact if the complaint is about the care	Has a fairly comprehensive list of useful contacts and websites

		given by particular health professional	
<a href="#">Resolving problems and making a complaint about NHS care</a>	Dec 2018	Up to date explanation of how the system works. Includes information about complaints regarding the NHS use of the Mental Health act, negligence and complaints against a health professional. It also mentions how to complain about private health providers	Has a flow chart written from the view point of the person making the complaint.  It also has clear list of organisations who might help including Action against Medical Accidents (avma)
AGE UK			

## Toolkits

Name of publication	Date of publication	Summary of the publication	Best practice/ good example
<a href="#">Complaints survey tool kit</a>	Jan 2018	Based on the set of quality standards in 'My Expectations' the Picker Institute were commissioned to develop a survey. This was published with a suite of tools to implement it. Originally expected to be a national survey with randomly selected participants	Designed for use by health and social care.  Since the abandonment of the national survey only a few trusts have attempted to implement it
NHS England and PHSO			

## Advocacy

Name of publication	Date of publication	Summary of the publication	Best practice/ good example
<a href="#">Independent Complaints Advocacy</a>  <a href="#">Healthwatch England</a>	Feb 2015	<p>Contains a set of standards to provide a vision of what a good complaints advocacy should look like.</p> <p>It describes what the principles look like, from the perspective of service users and providers</p>	Can be used to check the quality of the service that is being provided locally

## Individual Trust policies on complaints

Name of publication	Date of publication	Summary of the publication	Best practice/ good example
<a href="#">Brighton and Sussex University Hospitals Policy and Procedure for the Management of Formal and Informal Complaints from Patients and their Representatives (TW/097)</a>	August 2018	BUSH Trust's policy for the handling of complaints	
<a href="#">How to make a complaint</a> <a href="#">Brighton and Sussex University Hospitals</a>	July 2018	Complaints procedure guidance for patients, their families and carers	
Sussex Community Foundation Trust <a href="https://www.sussexcommunity.nhs.uk/contact-us/comments.htm">https://www.sussexcommunity.nhs.uk/contact-us/comments.htm</a>	Not known	SCFT PALS leaflet explaining how to make a complaint, provide a compliment or comments	

<p><a href="#">Tell us what you think of our services</a></p> <p><a href="#">A guide to making comments, compliments or complaints</a></p>			
<p>Sussex Community NHS Trust (SCFT)</p> <p><a href="#">Patient Experience Strategy 2013 - 2018</a></p>	<p>May 2013</p>	<p>The strategy sets out to identify the key objectives over a 3 year period to use and improve patient and service user experience within SCT. The strategy covers all services provided by Sussex Community NHS Trust. It states that they have strong links with Healthwatch and will continue to develop these relationships to ensure the views and opinions of patients and service users are taken into account when developments are being planned to improve patient and service user experience.</p>	<p>Includes the goals:</p> <p>“A review of the quality of our response to complaints and PALS enquiries including systems, processes, human interactions and written communications.”</p> <p>“Collation and disseminating of learning from complaints, claims, incidents and PALS enquiries”</p> <p>“Development of a standardised process for handling informal complaints”</p> <p>The Chief Executive personally reviews and signs all complaint responses</p>
<p>Sussex Partnership NHS Foundation Trust (SPFT)</p> <p>PALS</p> <p><a href="https://www.sussexpartnership.nhs.uk/patient-advice-and-liason-service-pals">https://www.sussexpartnership.nhs.uk/patient-advice-and-liason-service-pals</a></p> <p>Complaints and views</p> <p><a href="https://www.sussexpartnership.nhs.uk/complaints-and-views">https://www.sussexpartnership.nhs.uk/complaints-and-views</a></p>	<p>Not known</p>		<p>Website providing details of how complaints are handled and processed.</p>