



February 2018

→ Introduction

The CCG recognises that comments and complaints are a valuable source of information directly from service users about the quality of services that it commissions. It is essential that all complaints and suggestions for improvement are received positively, investigated thoroughly and responded to appropriately.

However, there is a lack of training for CCG staff around the complaints process and this project aims to supply CCG staff with some tools for the management of complaints along with valuable feedback from previous complainants.

→ Project description

A learning event for staff members will be set up which will include the following sessions:

- A discussion around how much the group feels they already know about complaints and what it means to them.
- Training on how to deal with difficult conversations
- Advocacy and support information provided by Healthwatch.
- Information from the Health Service Ombudsman

The group will be provided with a copy of the new complaints policy to take back to their teams. This will be a safe space for CCG staff to learn.

→ Project goals

- Re-enforce the complaint process and policy with CCG staff.
- For staff to have an understanding of how the complaints process can help patients/relatives
- Staff members will be given tools for dealing with difficult conversations and feel empowered to hold them.
- CCG staff will have a better understanding of the kind of complaints the CCG receives.
- Staff members will hear direct feedback from patients who have been through the complaints process.

→ Conclusion

By completing this project, CCG staff members will have a better understanding of the complaints process and the impact it has on patients and the public.

I hope to provide staff members with further skills to manage difficult conversations and give them the confidence not to be fearful of them.

The CCGs policy on complaints states that all staff are expected to have a working knowledge of the complaints procedure and I hope this will enable them to meet that standard.

Key Findings

A focus group of CCG staff found the following:

There is a lack of knowledge around the complaints process and policy amongst CCG staff.

There is an appetite to learn more about the process.

Whilst staff members felt they knew who to pass a complaint to, some felt they would not be confident in handling a difficult conversation.

CCG staff would like to see the type of complaints received

→ Credits

Thank you to the focus group who came together to give feedback which helped to shape this project. Thank you to Jessie Cunnett, Steve Manley, Sue Newell and the Empowering Engagement class of 2018.

→ Contact

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