

To: 2gether NHS Foundation Trust Board
From: Martin Davis – Non Executive Director
Date: 27 November 2009
Subject: NON EXECUTIVE DIRECTOR AUDIT OF COMPLAINTS

1. INTRODUCTION

- 1.1 The audit was conducted on 10 November 2009 and covers the period July to September 2009.
- 1.2 During this period 8 complaints cases had been completed and 5 were still in the process of resolution.
- 1.3 Three completed cases were selected at random for audit.
- 1.4 The complaints audited were:
 - C026/10 relating to a complaint made by a service user into issues of access and clinical treatment including prescribed medication
 - C032/10 relating to a complaint made by a service user regarding referral for cognitive behavioural therapy and a member of staff judged to be disrespectful due to the inappropriate use of Christian name
 - C037/10 relating to a complaint made by an MP on behalf of service user relating to issues of access through the crisis team to obtain appropriate treatment

2. FINDINGS

- 2.1 The complaints were reviewed in the light of the audit checklist and the complaints procedure briefing sheet. This was provided by the interim complaints manager and takes into account the Local Authority Social Services and NHS Complaints (England) Regulations issued on 1st April 09.
- 2.2 **C026/10**

An appropriate response was sent to the complainant from the Operational Manager but not from the Chief Executive. The file was not clear as to the sequence of events which arose in resolving the issues raised by the complainant
- 2.3 **C032/10**

An appropriate and timely response was made and the case was properly documented.

2.4 **C037/10**

An appropriate and timely response was made and the checklist was fully met.

3. RECOMMENDATIONS

3.1 The new complaints procedure came into effect on 1 April 2009 and the interim complaints manager has issued notes of guidance on the new procedures.

This needs to be backed up by an appropriate training programme, to be rolled out as a matter of priority for everyone involved in the process.

3.2 The existing NED audit checklist should be updated and revised to reflect the new ways and procedures for dealing with and resolving complaints.

3.3 The interim complaints manager has strongly recommended that the audit of complaints procedure should provide the opportunity for independent feedback from complainants. Particularly as to their satisfaction as to the handling and resolution of their complaints. This could possibly be through interview or the use of an appropriate questionnaire.