

healthwatch
Slough

How Slough organisations learn from feedback and complaints

Special event & report launch

Thurs 16 March 2017
The Curve



Guest speaker Alvin Kinch from Healthwatch England shared what Healthwatch has done at national level to promote good practice in complaints-handling.

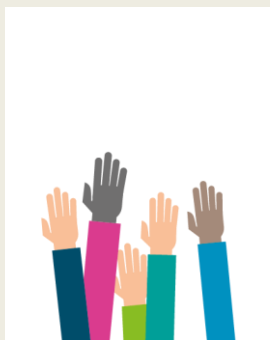
Local manager Nicola Strudley introduced **Healthwatch Slough's special report** on how five key organisations in Slough learn from feedback & complaints.



You can find our report and Alvin & Nicola's presentations at www.healthwatchslough.co.uk

Your Shout

Audience members took the lead in our Question Time session, directing queries and comments to a panel of the five organisations in the report.



Berkshire Healthcare Foundation Trust
Frimley Health NHS Foundation Trust
Slough Borough Council (SBC)
Slough Children's Services Trust
Slough Clinical Commissioning Group

Voice 1 - Ms A, uses services at Heatherwood, King Edwards & St Marks

I'm profoundly deaf. Why is it so difficult to ensure a qualified British Sign Language interpreter is booked for my hospital appointments?

- Appointment letter only gives phone number
- Too many people involved - goes in circles
- Two-year struggle

Response and follow up:

Najeeb Rehman
(Equalities & Diversity Manager, Frimley Health)

Voice 2- Ms B, service user

I complained about Wexham Park and my doctor's surgery but years later my problem still isn't resolved. I came here today so I could talk to somebody one-to-one....

Response & follow up:

Karen Roberts
(Complaints Lead, Frimley Health)

- sat down with Ms B at the end of the event to hear & understand her story
- will liaise with both Frimley Health and Slough CCG colleagues.

Voice 4- Mark Hooper, Deaf Positives Action

It would be better if Deaf British Sign Language users could **make a video** to communicate their complaints in their first language. The organisation could get it translated and properly understand their concerns.

Response & follow up:

Karen Roberts & Najeeb Rehman
Frimley Health

- explained **video complaints** facility is set up for Frimley Health patients but has had teething problems - working to resolve
- agreed that in light of Accessible Information Standard it should be fully functional NOW

Voice 6- Zohara, carer

Zara and her husband have sent letters to several Wexham Park departments and the Chief Executive about an ongoing issue. She reported that there had been no reply or update, leaving them feeling frustrated and exposed.

You worry that the other departments are going to look at you in a different way if you've complained

Response & follow up:

Karen Roberts
(Complaints Lead, Frimley Health)

Voice 3- Lizzie Bewes, SHOC

Three panellists immediately agreed to swap contact details with Lizzie and each other with a view to developing a joint project to address the challenge of getting the views of homeless people about their services.

Have you carried out any work on getting feedback from homeless people?

Follow up: SHOC (Slough Homeless Our Concern) in liaison with:-

- Berkshire Healthcare outreach teams
- Frimley Health
- Slough Borough Council

Voice 5- Noreen, has a relative with a learning disability & is active on a local disability forum

I've had very negative experiences of complaints about care for service users with learning disabilities

Response & follow up:

Finbar McSweeney
(Corporate Complaints Manager with responsibility for adult social care complaints, Slough Borough Council)

Note: speech bubbles show summary/extract only

Fast Facts

heard at the event

2 out of 3 people have experienced poor care yet not complained¹

1 in 4 didn't know how to complain or where to go¹

Street homelessness statistics

47 years old = average age of death among street homeless men & **43 years old** for women.²

¹<http://www.healthwatch.co.uk/complaints/report>

²<http://www.crisis.org.uk/pages/homelessness-kills.html>

Snippets from responses & discussion

Resources & other positives

- Healthwatch Slough's [visual factsheet](#) on communication support at medical appointments **includes BSL interpreters**.
- Hospital complaints can be made via **PALS** who are happy to arrange meeting and interpreter for **Deaf BSL users**.
- Alvin recommended '[My Rights To Healthcare](#)' **card** for those working with **homeless people**.
- [Advocacy in Slough](#) can support people with **learning disabilities** (and others) with complaints.
- Panellist Ragen Khan shared that Slough Children's Trust provide advocates to support **young service users** with complaints.
- Noreen recommended the [patient & carer forum](#) for **disabilities & long-term conditions** set up by Frimley Health.
- Mark confirmed that [Deaf Positives Action](#) is still active across the Borough after office move.

Examples of monitoring

- In response to a query, several organisations mentioned their regular complaints reports
- Frimley Health also presents feedback data from many sources to its **Patient Experience Forum**
- Berkshire Healthcare Foundation Trust sends complainants feedback form at end of process

We can do better!

Panellists listened attentively & expressed concern about the complaint stories heard. They also made some honest admissions and suggestions about areas in which improvements could be made e.g.

- Leeds has a **Complaints Managers' Group** - something to think about in Slough?
- Sign Solutions provide **interpreters** for Frimley Health so the resource is there, but it seems the system/communication channels need looking at.
- Frimley Health chief executive attended recent **Healthwatch Hants event** about interpreter provision - so keen to make improvements.
- SBC's complaints** figure "feels very low" - keen to develop more open & transparent process .
- Panellist Elizabeth Chapman shared how BHFT was striving to **share learning** across localities - challenging due to catchment size.

And most importantly

Every audience member who voiced a specific complaint (e.g. Ms A, Ms B & Zhora) was sought out by staff from the relevant organisation afterwards so they could follow up their specific situation and issues raised.

Healthwatch Slough will check back with everyone involved in a few months to find out what happened, and report back....

This is not the end

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1 We will follow up the issues raised today

2 We will monitor the impact of our report

3 In six months we will give an update

You can help! Please keep telling us your health and social care experiences

