

**Clackmannanshire
Integrated Mental Health Service**

REPORT ON ISSUES, COMPLAINTS AND SUGGESTIONS

2013-14

1. Purpose of Report

The purpose of this report is to provide feedback to our customers, stakeholders and staff on the issues, complaints and suggestions that have been raised throughout the year, and what we have done or plan to do, to address those issues and improve the services we provide.

2. Types of Issues and Complaints

a. Formal Complaints

A formal complaint is where the customer expects their issue to be investigated and to be provided with a full and formal response e.g. *"I wish to complain that there was no-one available to take my call"*.

b. Informal Complaints and Issues

An informal complaint is where people may complain about a particular aspect of the service e.g. *"Why was there no-one available to take my call?"*.

Issues may also be raised informally or we may identify them through survey responses from service users, carers, stakeholders and staff.

c. Suggestions

Suggestions are most likely to come from formal evaluations and surveys as well as verbal feedback to members of staff. e.g. *"It would be better if there was a rota in place so there is always someone available to take my call"*.

3. Issues/Complaints Received and Action for Improvements

a. Formal Complaints

There were no formal complaints received within the reporting year.

b. Informal Complaints and Issues

o Stakeholder Survey

It was noted that there was less satisfaction in most areas compared to previous years, but communication in particular needs to be addressed.

Action:

This was discussed at the Quality Forum and Management Meeting and it was agreed to try and establish annual stakeholder event/consultations to help improve relations and communication.

- **Informal Feedback**

The following issues were identified through comments on our evaluation forms:

- . Service user had received an evaluation form but had not received a service for several years.

Action:

Team Leader investigated and acknowledged that the service user had been discharged from the service but a letter was not sent out to advise of this. Records were updated accordingly.

- . Several service users had mentioned that the receptionist service at the Mental Health Resource Centre was quite impersonal and unfriendly .

Action:

Feedback was also passed on to the Admin Manager (for Outpatients services). All admin/reception staff based in the Mental Health Resource Centre were made aware of the feedback and the need to be more customer service focussed.

The following issues were raised via email and telephone contact:

- . A service user had received a letter from the Phoenix Centre regarding self-esteem classes but it was unclear how to sign up for the class and did not say where the classes were being held.

Action:

Team Manager responded with an apology and provided the information that was missing. This was discussed at the Team Meeting and the standard letter template was amended to include the venue.

- . A service user had contacted the Team Manager for the Phoenix Centre as she felt she did not connect with her key worker but advising this was not a complaint but a personal issue.

Action:

Team Manager discussed with the key worker concerned and it was agreed to re-allocate the service user to another key worker. Service user advised of this decision.

- . Service user feedback via the NHS website expressed disappointment with the Phoenix Centre; lack of contact and left feeling like no-one cared, not treated as an individual.

Action:

Team Manager investigated and records showed that 2 letters offering appointments and a telephone call from the service user as well as a letter offering a follow-up appointment. The Team Manager met with the service user concerned to discuss and it was agreed no further action was required.

The following issue was raised by verbally by participants at a course we provide:

- . Teachers who had attended the Stress Control course advised the facilitators that there was a lack of promotion of the course in schools.

Action:

Team Manager (Mental Health) arranged for promotion packs to be sent out coinciding with the Mental Health Awareness Week.

4. Evaluating the Outcomes of Issues / Complaints and our Complaints Process

It is important for us to maintain customer satisfaction in all areas of our service. We have recently developed a Complaints Satisfaction Survey which will be sent out to following our response to future issues and complaints that are raised by named individuals. This will evaluate:

- How satisfied customers are with the outcome of their issue or complaint.
- How satisfied customers are with the current process for formal complaints.

The responses to this survey will be used to identify further learning and improvements within the service.

Most of our surveys and evaluations are carried out anonymously but we would also welcome feedback from our survey participants on the actions we have taken in response to your issues.

*Lorna MacFarlane
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Integrated Mental Health Service*