



**Clackmannanshire
Council**



**Clackmannanshire
Integrated Mental Health Service**

REPORT ON ISSUES, COMPLAINTS AND SUGGESTIONS

2014-15

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

The following issues were noted from comments in returned surveys:

- It was suggested that the Cognitive Behavioural Therapy (CBT) service could include support for people with insomnia.

Action:

No action required as Consultant Psychiatrists already provide support for sleep disorders.

- It was suggested that the availability of Wellness Recovery Action Plan (WRAP) groups would help aid recovery.

Action:

No action required as support with WRAP is available from individual Key Workers as well as trained Klacksun members.

- It was commented that some individuals with long term mental health issues end up being seen by the Intensive Home Treatment Team (IHTT) instead of the mental health staff they already know.

Action:

No action required as IHTT is the correct service to deal with crisis on the same day as assessment; the Integrated Mental Health Service does not provide a crisis intervention service.

- A respondent questioned where information could be located.

Action:

Published information (leaflets) is circulated widely to our stakeholders as well as being available to download from Clacksweb (www.clacksweb.org.uk/). Regular stakeholder events are now in place and published information will also be available at these events.

- It was commented that there is hardly any feedback unless requested and that feedback usually comes from the service user.

Action:

Our procedure is to send letters out to all referrers following assessment and discharge. No action required other than reiterating the procedure to staff.

○ **Informal Feedback**

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

- A service user mentioned that he/she was able to hear conversations taking place in meeting room whilst sitting in the waiting area.

Action:

A radio was put in the waiting area to help block out conversations taking place in meeting rooms. Staff were also made aware of this issue and advised to use the back of the room for one to one discussions and to keep voices fairly low.

- A service user advised that he was dissatisfied with the service received and support offered.

Action:

Team Leader investigated and advised that group work and a range of options were offered to the service user but declined. As the service user did not wish to engage in any of the options offered, he was discharged but

advised he could be re-referred in future if he wished to take up any of the support offered.

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

Action:

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.

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.

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