

**Whittington Health Trust Board**  
3 Sept 2014

<b>Title:</b>	Patient Story		
<b>Agenda item:</b>	<b>14/124</b>	<b>Paper</b>	<b>1</b>
<b>Action requested:</b>	For noting and approval		
<b>Executive Summary:</b>	<p>The Patient Story for September 2014 is based on a complaint which the Surgery Cancer and Diagnostic's (SCD) division received in June 2014. A daughter relays her experience at attempting to change her mother's appointment.</p> <p>SCD provides an overview of learning from this complainant and how it has improved the experience for other patients and their carers in the future.</p>		
<b>Summary of recommendations:</b>	The Trust Board is asked to receive the report.		
<b>Fit with WH strategy:</b>	Deliver efficient, effective services that improve outcomes for patients and service users, while providing value for every pound spent		
<b>Reference to related / other documents:</b>	n/a		
<b>Reference to areas of risk and corporate risks on the Board Assurance Framework:</b>	N/A		
<b>Date paper completed:</b>	21 <sup>st</sup> August 2014		
<b>Author name and title:</b>	<b>Alison Kett: Deputy Director of Nursing</b>	<b>Director name and title:</b>	<b>Philippa Davies: Acting Director of Nursing</b>
<b>Date paper seen by EC</b>	<b>Equality Impact Assessment complete?</b>	<b>Quality Impact Assessment complete?</b>	<b>Financial Impact Assessment complete?</b>



## **The Complaint**

The Patient Story for September 2014 is based on a complaint which the Surgery Cancer and Diagnostic's division received in June 2014. The story is of the dissatisfaction experienced by a daughter attempting to rearrange an appointment for her mother.

In this complaint the daughter relays her story. She explains that she wanted to change her mother's surgical out-patient appointment. She explained how she was kept waiting for 30 minutes on the phone in a queuing system and once she did make contact she was faced with having to repeat her mothers details a number of times which she found frustrating. Her impression was that the receptionist just wasn't listening. Having successfully relayed this information she was informed that her mother's details were not on the system. The daughter made a request to speak to the manager but was informed she was not available but the daughter was suddenly cut off and transferred to an automated system and asked to provide the surname of the person who she had been talking to. The daughter was left feeling frustrated. She felt that the way the receptionists had dealt with her phone call was inappropriate.

## **Investigation and learning**

The complaint was fully investigated and a response was provided to the complainant on 23rd July, 31 days later.

- There was insufficient capacity in the Access Centre on the day of the complaint which led to the delays in responding to phone calls
- That staff may not be adhering to Customer Service Standards
- A requirement to check the competency of staff members on the use of the electronic patient records.
- Alternative options for the manager to call the daughter were not provided at the time of the call.

## **Actions as a result of the complaint**

- Increase of staff capacity within the department
- The receptionist has been reminded of the customer service standards, to provide her name and the name of the department upon receiving the call
- Creation of a new call centre which is equipped to deal with calls more efficiently
- Review of the competence of staff in EPR.

## **Improvements since complaint**

- Waiting times for calls considerably lower
- Reduction in the number of complaints received about waiting times