



“I have been totally fobbed off!
Disgraceful”

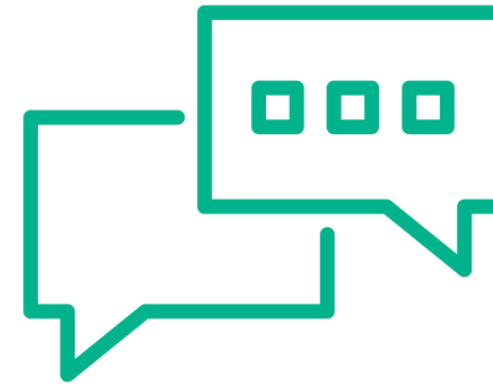
NHS Complaints Handling Hot Topic Report

July 2024



Why we did it

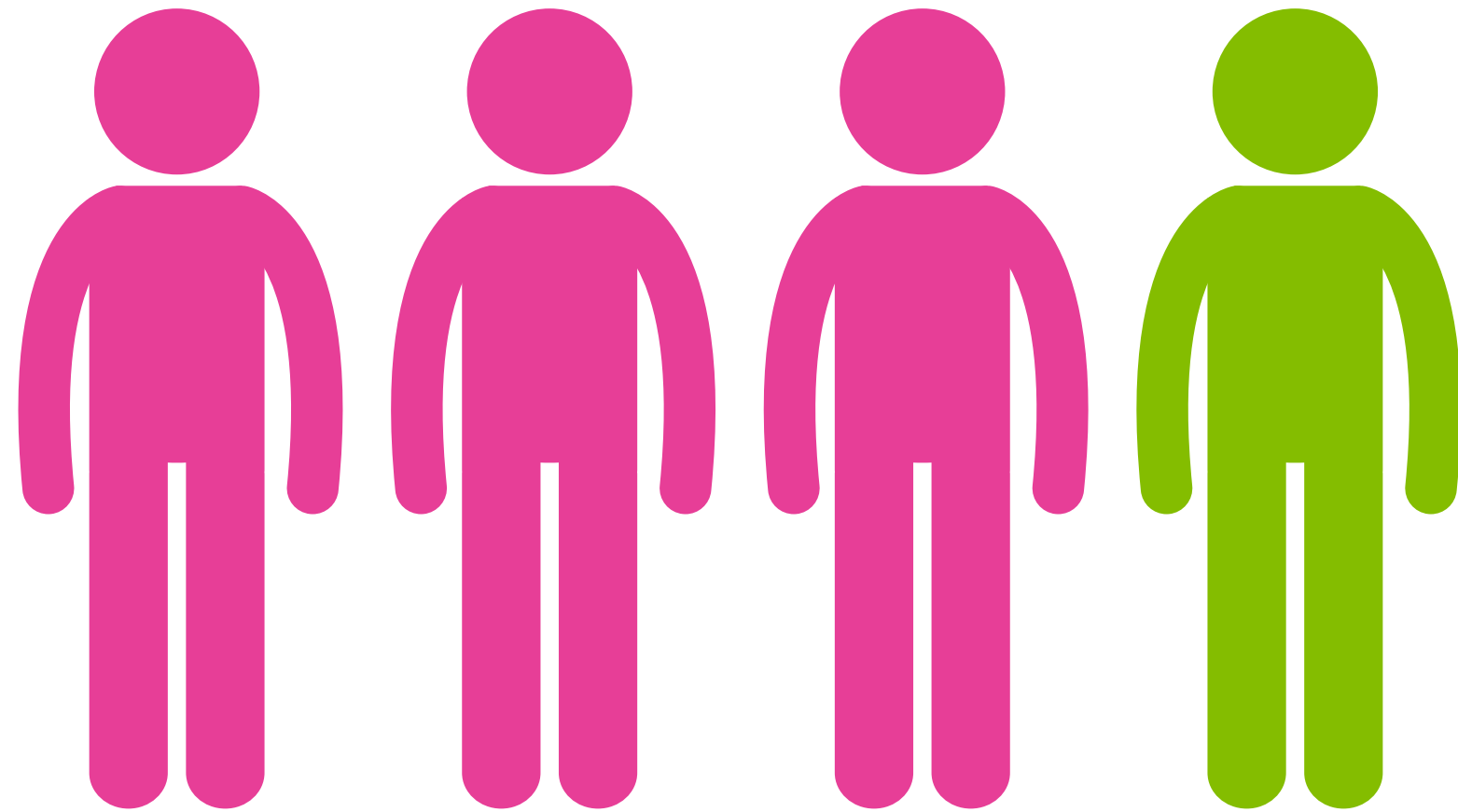
- We heard increasing feedback from people expressing dissatisfaction with the NHS complaints process or its outcomes
- A robust, accessible and transparent complaints process is essential for ensuring that patient voices are heard, as well as for continuously improving the quality of services



What we did

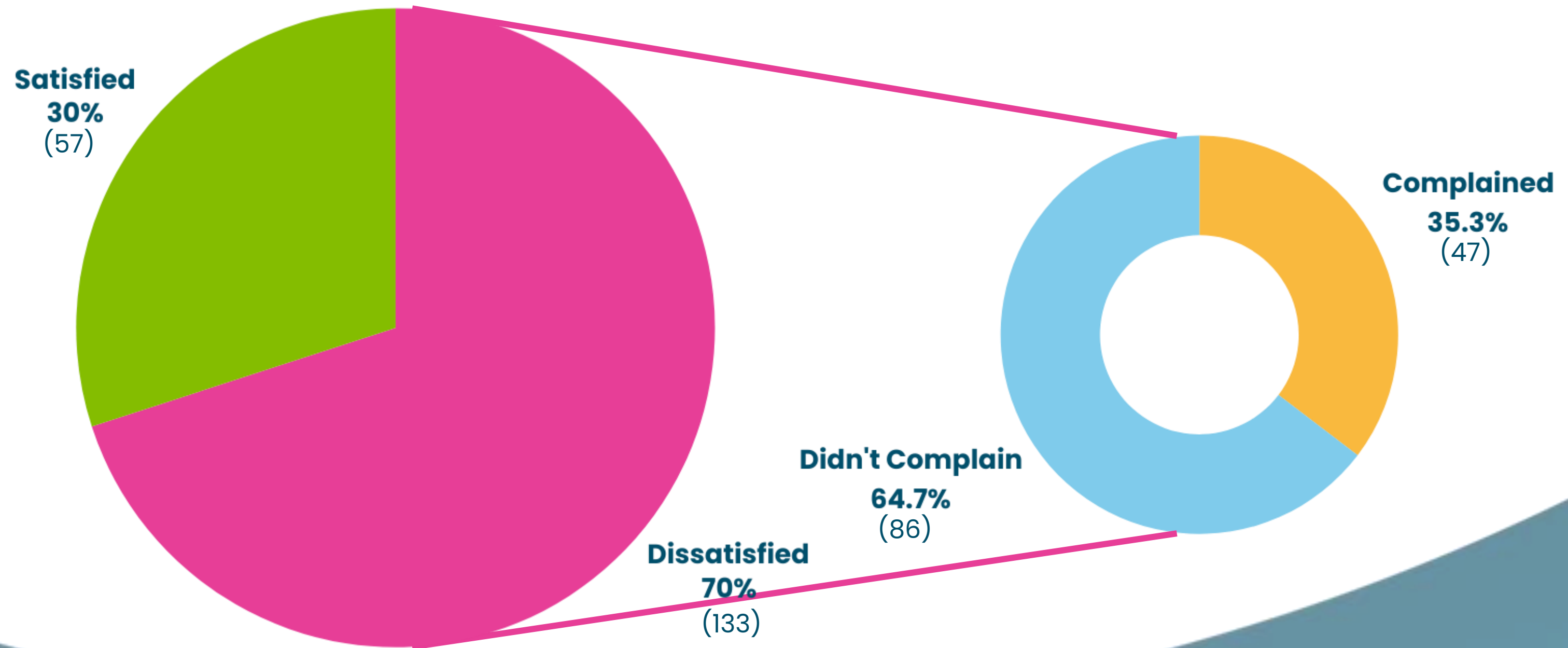
- Designed a Hot Topic Survey
- Explored people's satisfaction with NHS and their experience of complaining when dissatisfied. Also looked at why people didn't complain when unhappy
- Asked both quantitative & qualitative questions
- Received 190 responses which were information rich

What people told us



3 out of 4 respondents were unhappy with NHS services in the past 2 years

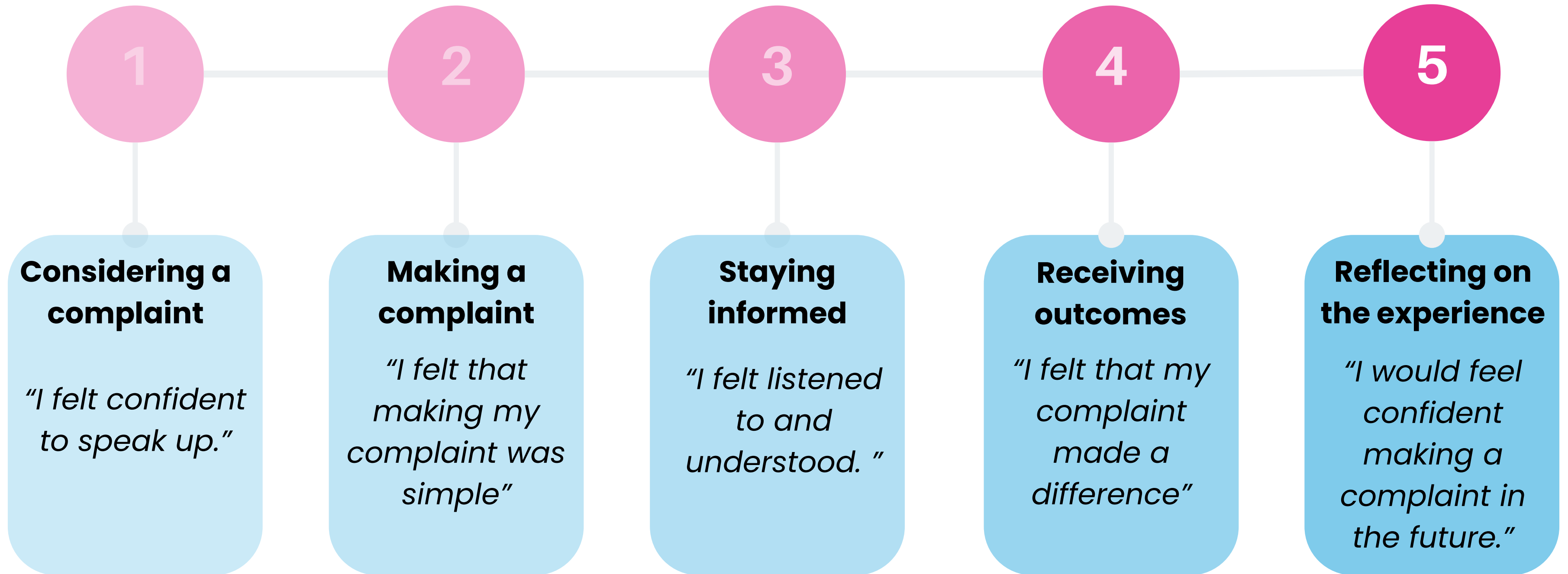
Satisfaction with NHS care versus making formal complaints



What framework we used

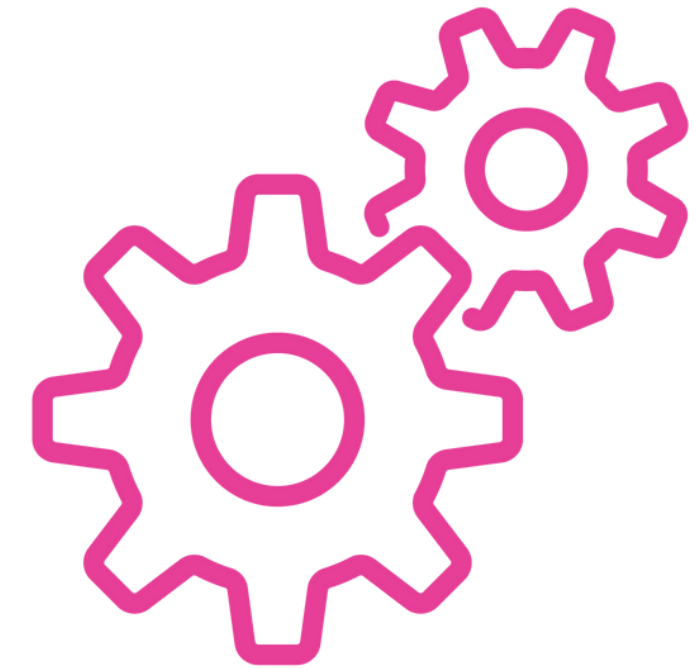
My expectations for raising concerns and complaints

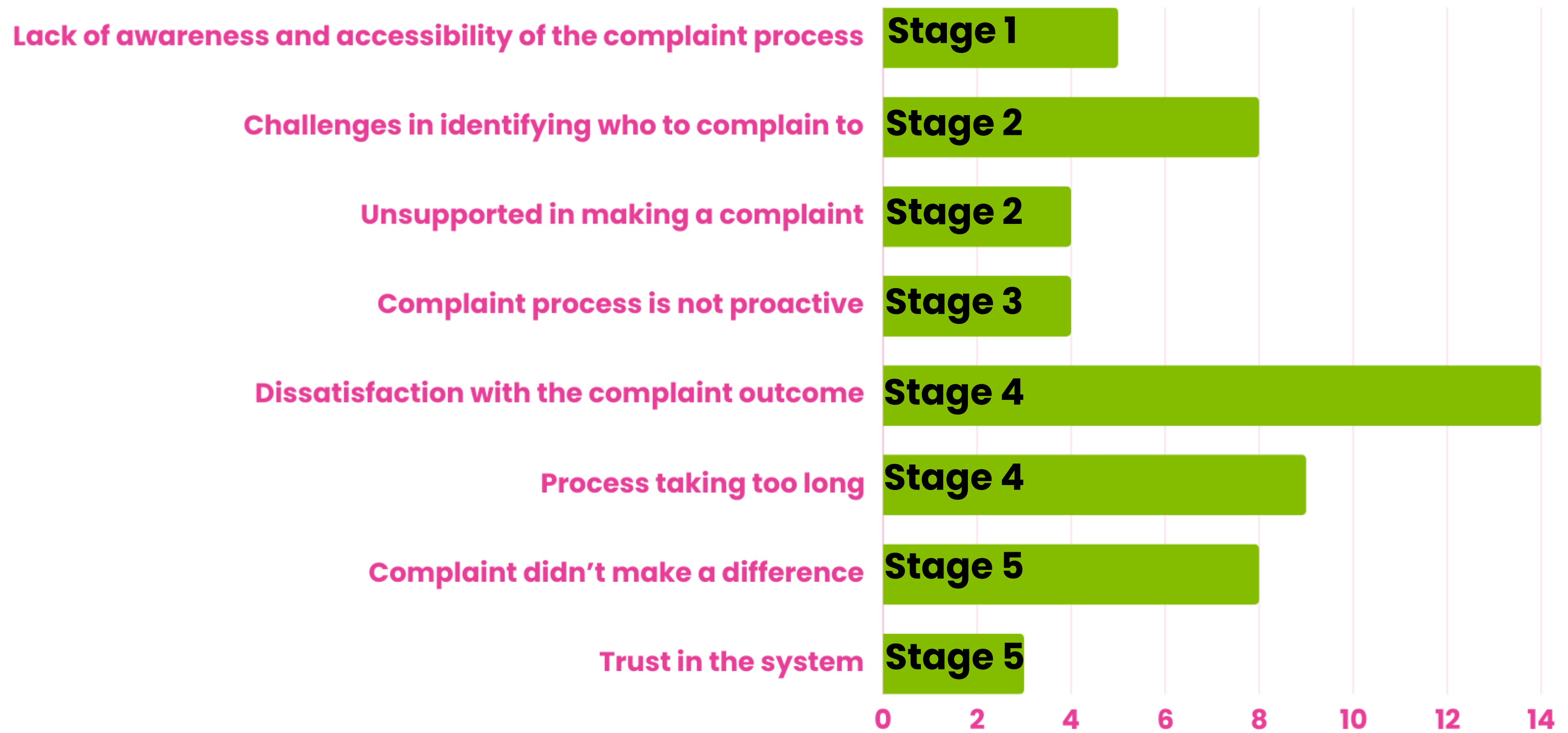
Parliamentary and Health Service Ombudsman, Local Government and Social Care Ombudsman and Healthwatch England, 2014



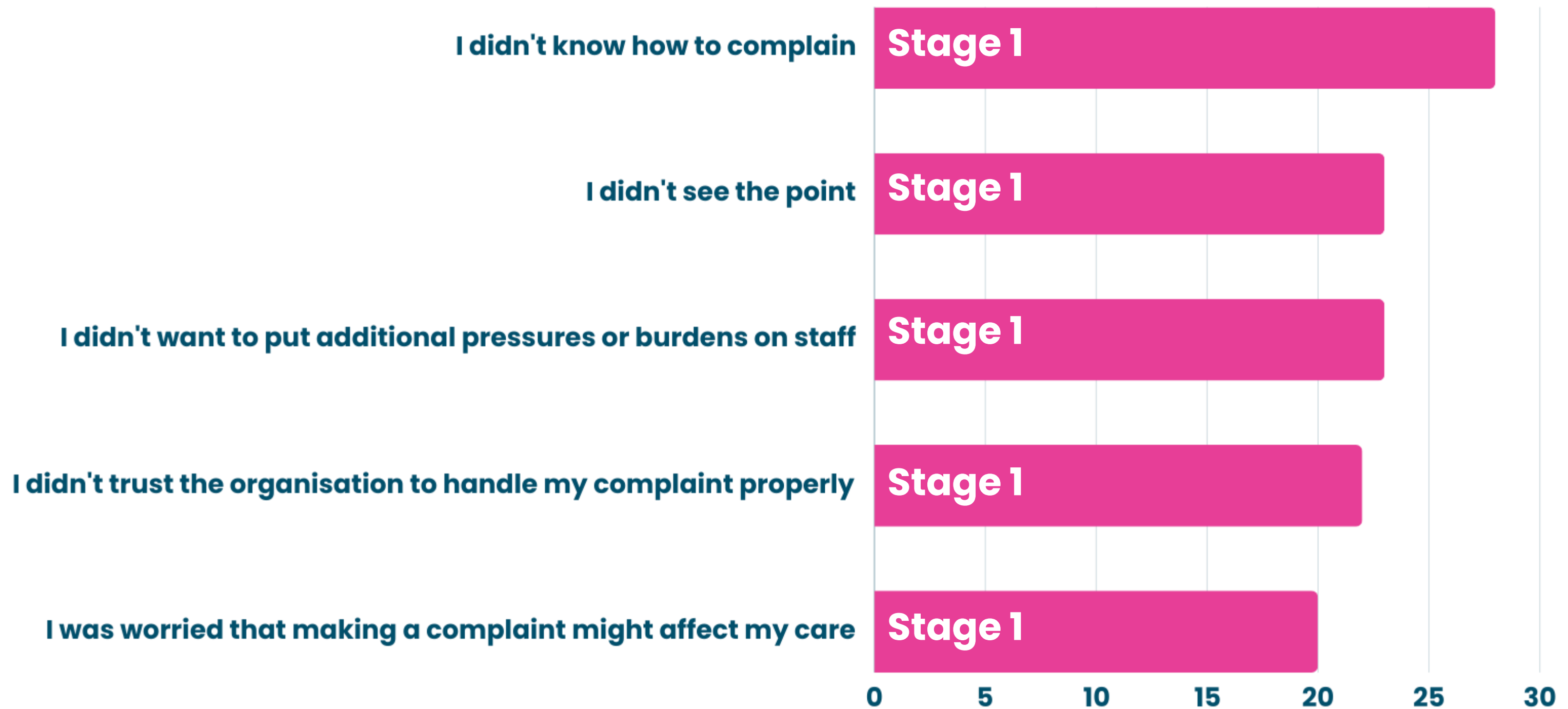
How we analysed the responses

- We analysed the responses received by the 5 steps of the complaint journey
- First, we looked at the experiences of those who raised a formal complaint with the NHS providers
- Next, we analysed the experiences of those who did not complain to understand the challenges they faced





Key Themes: Problems encountered on the complaint journey



Top five barriers to making formal complaints

What we concluded

1

Considering a complaint

- *Won't make a difference*
- *Don't know how to complain*
- *Might affect my care*

2

Making a complaint

- *Don't know who to complain to*
- *Need support to complain*

3

Staying informed

- *Not kept informed about what's happening*

4

Receiving outcomes

- *Took too long*
- *Concerns not addressed*

5

Reflecting on the experience

- *System didn't learn from their mistake*
- *Trust in the system*

What we recommend



1. Make the complaint process visible to patients

2. Listen actively and observe intelligently

3. No wrong door approach for complaints

4. Highlight the distinction between complaints and disciplining

5. Ask the complainant what they want from the complaint

6. Keep complainants informed

THANK YOU!