

<b>Report Title</b>	Complaints, PALS and Purple Point Q3 Report 2019/20		
<b>Sponsoring Executive</b>	Kam Dhami, Director of Governance		
<b>Report Author</b>	Caroline Burgin, Head of Complaints		
<b>Meeting</b>	Trust Board (Public)	<b>Date</b>	6 <sup>th</sup> February 2020

### 1. Suggested discussion points *[two or three issues you consider the Committee should focus on]*

In Q3 98.9% of formal complaints were responded to within the Trust's 30 day target, and 99.1% year to date. The number of complainants returning dissatisfied after their response continues to decline, with 9 this quarter, which can be taken as a quality marker.

A variety of approaches have been deployed to gain feedback from complainants with limited success so alternative methods will be tested. Work continues to engage face to face with community groups to find out about their experiences of Trust services and encourage them to raise concerns should they need to. Information on how to do so is provided to them.

Work as begun on auditing actions arising from complaints to check that what we promised to do has actually happened. The learning from complaints will begin to be shared more widely.

Purple Point celebrates its 2<sup>nd</sup> birthday next month which provides an ideal opportunity to re-publicise the availability of this service and share some data highlights from the first 2 years.

### 2. Alignment to 2020 Vision *[indicate with an 'X' which Plan this paper supports]*

Safety Plan	<input type="checkbox"/>	Public Health Plan	<input type="checkbox"/>	People Plan & Education Plan	<input type="checkbox"/>
Quality Plan	<input type="checkbox"/>	Research and Development	<input type="checkbox"/>	Estates Plan	<input type="checkbox"/>
Financial Plan	<input type="checkbox"/>	Digital Plan	<input type="checkbox"/>	Other <i>[specify in the paper]</i>	<input checked="" type="checkbox"/>

### 3. Previous consideration *[where has this paper been previously discussed?]*

Quality and Safety Committee: 24<sup>th</sup> January 2020

### 4. Recommendation(s)

The Quality and Safety Committee is asked to:

a. **NOTE** the Q3 performance data and learning

b.

### 5. Impact *[indicate with an 'X' which governance initiatives this matter relates to and where shown elaborate]*

Trust Risk Register		n/a				
Board Assurance Framework		n/a				
Equality Impact Assessment	Is this required?	Y	<input type="checkbox"/>	N	<input checked="" type="checkbox"/>	If 'Y' date completed
Quality Impact Assessment	Is this required?	Y	<input type="checkbox"/>	N	<input checked="" type="checkbox"/>	If 'Y' date completed