



**East London
NHS Foundation Trust**

Abiola Ajayi-Obe
Associate Director Governance and
Risk
Health E1,
9-11 Brick Lane
London E1 6PU

Telephone: 07584594300

Email: Abiola.ajayi-obe@nhs.net

Website: <http://www.eleft.nhs.uk>

Malcolm Alexander and Jon Williams
Healthwatch Hackney

16 October 2020

Dear Malcolm and Jon

Thank you for your email of 18 September 2020.

Please see below our response to your questions regarding the Hackney Health and Social Care Complaints Charter.

We have, as an organisation, not routinely sent out the Hackney Health and Social Care Complaints Charter to our complainants. This is due to the fact that our services cover several Healthwatch localities with a varying range of complaint charter specifications. Also, due to the complexity of our formal complaints we routinely negotiate our response timeframes with complainants. This means that we do not always subscribe to the 30-day response time frame. However, our Trust Complaints Policy has been reviewed and developed to embrace the main aims of the Healthwatch Benchmarking specifications in support of our aim to work within the spirit of Healthwatch recommendations to identify learning and to, where appropriate, change practices to the benefit of our patients and service users.

We have via our Risk and Governance Network provided training and updates, to the Governance Leads responsible for the Trust's Complaints Handling, against the tenets of the charter. Additionally, the Trust has commenced a 2 stage complaints handling process where in Stage 1 complaints are, where appropriate, initially handled via a local resolution process where the complainant is contacted by a governance lead from the service cited in the complaint to (a) discuss the concerns raised in the complaint and (b) agree a local resolution of these concerns. Where the stage 1 local resolution process is not appropriate or doesn't satisfactorily deal with the complainants concerns then these complaints are referred to the formal Stage 2 Complaints Process where an investigation of the concerns raised, are conducted by an independent officer from another service/directorate area and the complaint's findings, learning and any changes to practice/service delivery are explained to the complainant.

We have adopted the Healthwatch benchmarking requirement which requires us to demonstrate how our care has improved based on patient feedback. The Trust's complaints database, Datix, was

updated in June 2020 to include an *Actions from Complaints* Module. Services are now sent action plans to complete when they identify learning and actions as a result of a complaint. Our Governance Leads are responsible for overseeing the implementation and monitoring of these actions, whilst the central corporate complaints team, are responsible for writing to the complainants with updates when the actions have been completed and service improvements made.

The actions generated from the complaint listed below has resulted in changes to Hackney services as indicated in Table 1 below. Please note that Hackney services constitute a very small component of the overall complaints received thus why there is currently only one Hackney locality complaint where direct actions can be showcased from the Actions from Complaints Module.

Table 1: Action taken as a result of a Complaint

Service	Summary of Complaint	Action Planned/Taken	Action Taken
CAMHS City & Hackney	<u>Unhappy with the care provided by CAMHS to son</u>	Discuss at DMT the need for further information regarding the care pathway, the role of the Care Co-ordinator offering therapeutic intervention and the therapists offering a specialised intervention.	30/09/2020
		Discuss with DMT whether there is a need to provide information to parents/carers regarding the considerations (including closing the case) should they decide to leave the UK for a period of time.	30/09/2020
		Discussion at DMT whether there needs to be notification for parents/carers to inform the clinicians during the initial assessment as to other professionals involved in their care, or a prompt for clinicians to enquire about private therapist involvement.	30/09/2020
		Prompt clinicians to write a	

		summary of clinical supervision discussions including Risks/Rag/Plan and document updates regarding feeding back communication requests from parents/carers.	30.09.2020

Further examples of where ELFT can demonstrate learning from complaints and improved services for patients include the fact that we;

- Publish regular complaints reports containing details of learning and improvement in the form of Published Trust Directorate Governance Newsletters. Also the complaints bi annual and annual reports now provide a greater focus on learning and improvement and qualitative data including patient stories / 'you said, we did'. Recent Patient Safety Learning Lessons Events included information on lessons learnt and changes made to practice/ service delivery as a result of all patient safety inputs including complaints.

- As from April 2020 we commenced capturing feedback data from complainants on the following issues;
 - I. How what we do works well
 - II. How what we do, does not work so well
 - III. What we need to change

- Responses received to date are indicated below, we are currently conducting further research and analysis into this data to understand where precisely our actions are not meeting complainant's expectations to a greater degree:

Q1

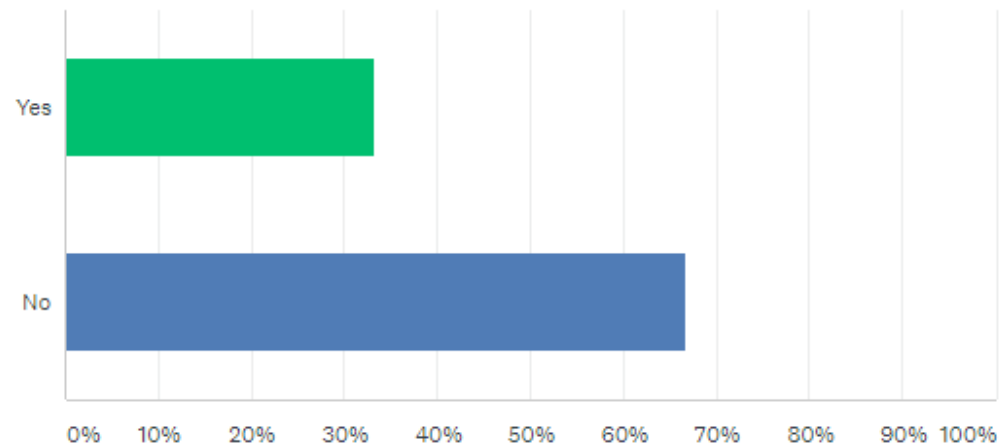


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Did you feel that your complaint(s) were listened to and acted upon?

Answered: 15 Skipped: 0



ANSWER CHOICES	RESPONSES
▾ Yes	33.33% 5
▾ No	66.67% 10
TOTAL	15

Q3

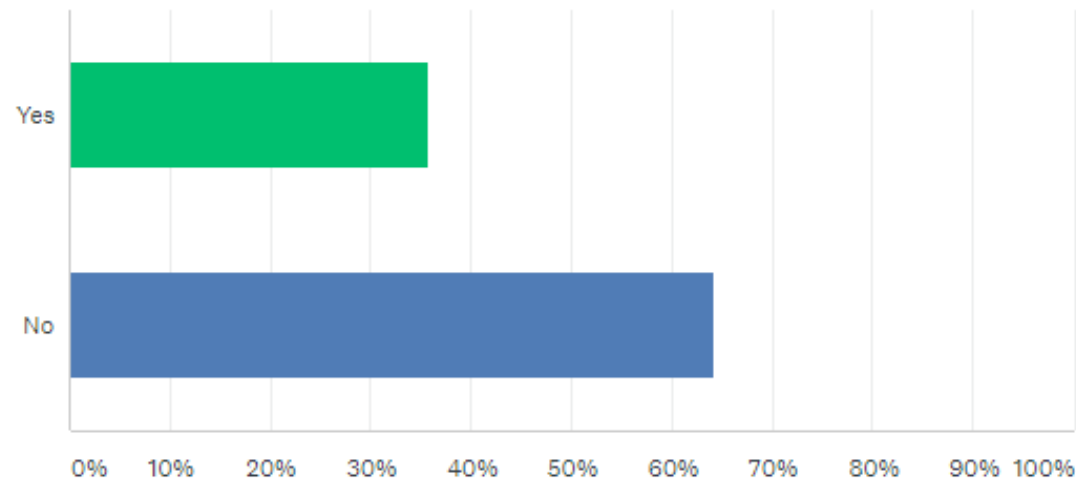


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Do you feel that your complaint has led to any changes in the services you/the person you complained for receive?

Answered: 14 Skipped: 1



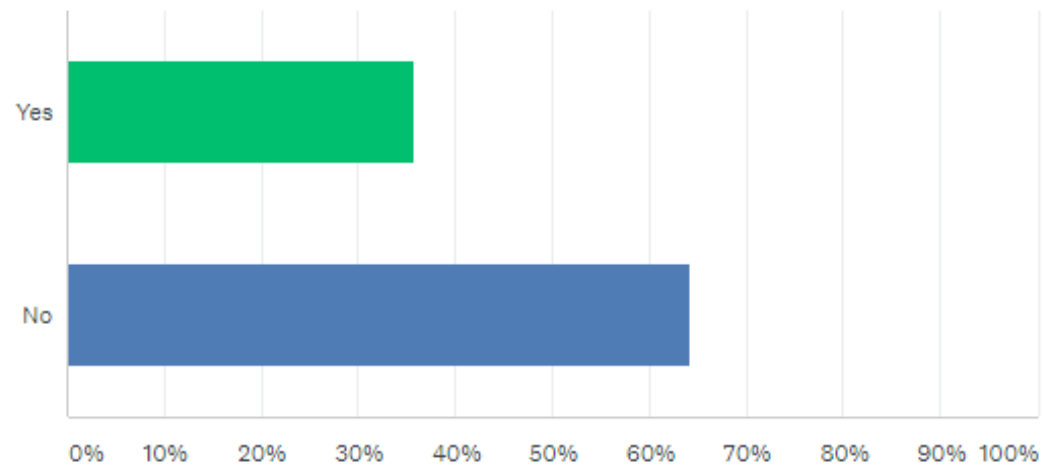
ANSWER CHOICES	RESPONSES	
▼ Yes	35.71%	5
▼ No	64.29%	9
TOTAL		14

Q6

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Were any of these anticipated changes made?

Answered: 14 Skipped: 1



ANSWER CHOICES	RESPONSES
▼ Yes	35.71% 5
▼ No	64.29% 9
TOTAL	14



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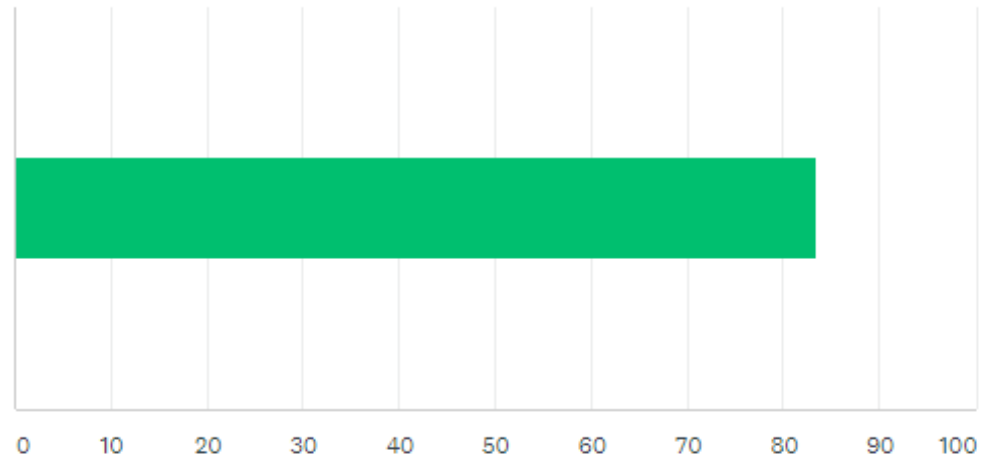
Q7

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Are you satisfied overall with the handling of your complaint?

Answered: 14 Skipped: 1



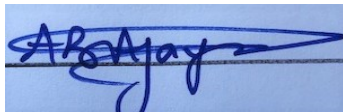
ANSWER CHOICES ▼	AVERAGE NUMBER ▼	TOTAL NUMBER ▼	RESPONSES ▼
Responses	83	1,168	14
Total Respondents: 14			



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Thank you for giving us this opportunity to provide feedback on where we are with our learning from complaints in relation to the Hackney Health and Social Care Complaints Charter. We are delighted to work together with other Health and Social Care colleagues to deliver the overall aims of this Charter.

Yours sincerely



Abiola Ajayi-Obe

Associate Directorate Governance and Risk

Cc: Lorraine Sunduza, Chief Nurse