

Survey of Complaints – Derbyshire Community Health Services NHS Trust

About the organisation

Derbyshire Community Health Services NHS Foundation Trust provides services to patients in the community, including community nursing, podiatry, health visiting and sexual health. They also provide rehabilitation wards in their community hospitals, and three GP practices.

Methodology

The Trust used the short survey with no amendments as they felt longer surveys used previously led to lower returns.

The survey was sent to all complainants that had received responses, excluding complaints led by other organisations or cases where the patient had died. The survey was administered by post with reminder letters sent after 14 days. They also amended their response letters to advise the complainant they would be receiving a complaints survey

The findings will be reported to their Patient Experience and Engagement Group who in turn will report to the Quality Service Committee and then the Board.

What changed?

The Trust had previously sent surveys out so did not experience significant changes to the service but did see an increased return rate, up to 30%

What challenges were there?

They commented that initially the toolkit seemed complicated, but once staff were familiar with the documentation it became significantly easier to use.

They found it difficult to release time to administer the survey during busy periods, so introduced protected times within staff diaries to enable them to complete this work.

They found sending reminders did not appear to increase return rates and have since decided not to continue to post these out.

They will reconsider including certain questions in the survey which they already ask in acknowledgement letters, as they received negative feedback about asking complainants to provide the same information twice.

Useful learning for others

The Trust developed a system whereby they prepare the letter and survey immediately after the response is posted. This is then filed in their 'brought forward' system on the date the letter is due to be posted out.

They are preparing a reflective report which will also triangulate with other source of feedback such as the friends and family test and patient involvement groups.