

Survey of Complaints – Manchester University NHS Foundation Trust

About the organisation

Manchester University NHS Foundation Trust is a provider of tertiary and specialist healthcare services in Manchester. They treat more than a million patients every year. Their hospitals include Manchester Royal Infirmary, Royal Manchester Children's Hospital, St. Mary's Hospital, University Dental Hospital Manchester, Manchester Royal Eye Hospital, Trafford Hospital and Altrincham Hospital. They also provide community services throughout Greater Manchester.

Methodology

The Trust used the long survey, altered to include the full range of equality and diversity (E&D) questions. This was to gain the most possible intelligence from the survey and improve capture of E&D data.

Postal surveys and web links were used. The survey was sent 4 weeks after the final response, with follow up reminders sent after two weeks. Persistent or vexatious complainants were not contacted. All survey results were recorded digitally and reported quarterly to the board and within the annual complaints report.

What changed?

The response rate rose from 8% to 26% which improved the reliability of results and E&D data. E&D data is shared with the E&D lead to establish whether there are any potential inequalities within the system.

Improvements were made to the complaint triage process which has enabled realistic timeframes to be agreed with complainants at the beginning of the process. Continued emphasis is placed internally on meeting these time frames.

What challenges were there?

The team felt that administering the survey and tracking who had responded, sending reminders, and recording information digitally was resource intensive from an administrative perspective.

Useful learning for others

The Trust highlighted the need to make provision for admin staff to take on this role if sending reminders.