

Survey of Complaints – University Hospitals of Morecambe Bay NHS Foundation Trust

About the organisation

University Hospitals of Morecambe Bay NHS Foundation Trust operates from three main hospital sites - Furness General Hospital in Barrow, the Royal Lancaster Infirmary and Westmorland General Hospital in Kendal and two centres - Queen Victoria Hospital in Morecambe and Ulverston Community Health Centre.

Methodology

The Trust used the short survey questionnaire to gather the experiences of patients and/or relatives raising a complaint. They chose the short questionnaire, as it was felt people may be less likely to complete the survey if it contained too many questions.

The questionnaire was sent to complainants by post three weeks after they had received the written response from the Chief Executive, together with a stamped addressed envelope. If they only had an email address the complainant was asked to provide a postal address so the survey could be sent.

They did not send reminders as the survey was sent anonymously and it was not possible to monitor who had replied. The decision to operate the survey anonymously was made on the assumption more honest answers and a greater number of replies would be received. This was based on previous surveys the Trust used which included the case number coinciding with lower response rates.

Survey responses were collated on an Excel spreadsheet. On a monthly and quarterly basis the information was reported to the department's case officer meeting and to the Trust's board.

What changed?

The Trust saw an increase in both feedback returns and the narrative content included by the complainant, and a marked improvement overall using the new survey.

As they had recently completed a significant service re-design with the team the changes resulting from the survey were small but meaningful. Recommendations on language, tone, and courtesy calls were found to be very helpful.