

# Establishing an Independent Complaints Review Group

**Award Category:** Partnership Working to Improve the Experience

- Shrewsbury and Telford NHS Trust
- Patient Partners
- Derbyshire Community Health Services NHS Foundation Trust



# PALS, Complaints and Patient Experience Review

Stakeholder feedback:

‘There is no transparency. Complaints are responded to in house, where is the challenge and confidence that information being sent out is patient friendly?’

# Working Collaboratively



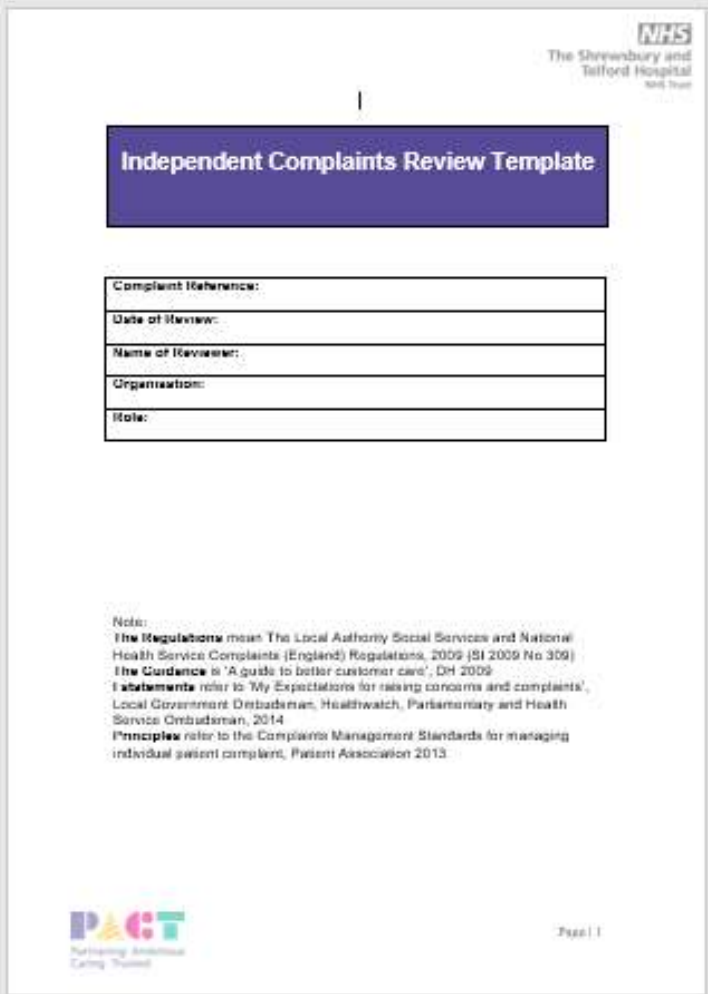
# Patient Partner Chair



<https://youtu.be/FDL8ba0WHFs>

# Independent Complaints Review Group

- Chaired by a patient partner
- Complaints are randomly selected
- Complaint investigations and responses are reviewed by independent members
- A structured process of review is followed
- Aspects of good practice and opportunities for learning are identified
- Learning and improvements are shared



The form is titled 'Independent Complaints Review Template' and is part of the NHS Shrewsbury and Telford Hospital Trust documentation. It includes a header with the NHS logo and hospital name. The main title is in a blue box. Below it is a table with five rows for 'Complaint Reference', 'Date of Review', 'Name of Reviewer', 'Organisation', and 'Role'. At the bottom, there is a 'Notes' section with references to regulations, guidance, and standards. The PACT logo is in the bottom left corner, and 'Page 1' is in the bottom right corner.

Independent Complaints Review Template	
Complaint Reference:	
Date of Review:	
Name of Reviewer:	
Organisation:	
Role:	

**Notes:**  
**The Regulations** mean The Local Authority Social Services and National Health Service Complaints (England) Regulations, 2009 (SI 2009 No 309)  
**The Guidance** is 'A guide to better customer care', DH 2009  
**Statements** refer to 'My Expectations for raising concerns and complaints', Local Government Ombudsman, Healthwatch, Parliamentary and Health Service Ombudsman, 2014  
**Principles** refer to the Complaints Management Standards for managing individual patient complaints, Patient Association 2013

**PACT**  
Partnering · Ambitious  
Caring · Trusted

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# Examples of Learning and Actions



Improved documentation and audit trails



Use of simple language to explain clinical information and terminology



To consider the wording used in letters, to ensure that an apology is not diminished



Clearly demonstrate learning being taken in response to the feedback



Streamlined claims process with Legal Department



Early resolution through meeting with the senior team



Extending invitations to complaint investigators



Health literacy training has been delivered to the Complaints Team



Recognition of investigations providing rigour and assurance

For further information please contact:

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