

The Patient Experience Team



great people great place



Isle of Wight
NHS Trust





Team of the Year



“Building and developing a team
whilst changing our approach to
complaint handling”





THE JOURNEY

NHS

Isle of Wight
NHS Trust



great people great place



Isle of Wight
NHS Trust



The Isle of Wight NHS Trust is the only integrated acute, community, mental health and ambulance health care provider in England



great **great**
people **place**



Isle of Wight
NHS Trust



In 2019 - asked to support the Isle of Wight NHS Trust with their backlog of overdue formal complaints

THE PATIENT EXPERIENCE TEAM 2019





 We reduced the backlog significantly and got back on track

 The two PALS Officers left

 Combined Patient Experience and PALS

 Then Covid hit

 We slowly recruited



Resilience

Motivation

Enthusiasm

Leadership

PASSION

Compassion

Dedication

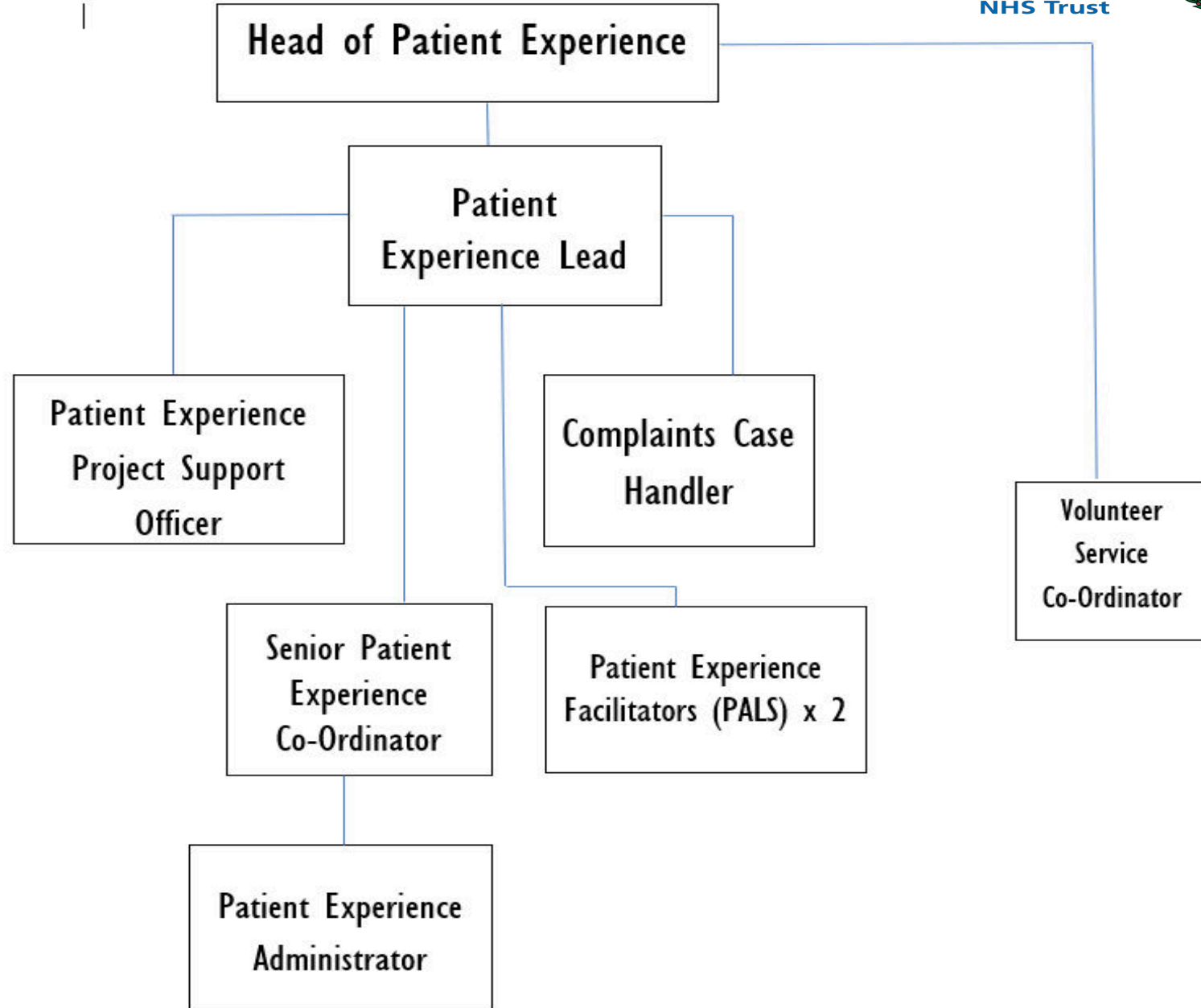
Strong work ethic

Support



WHERE WE ARE NOW

(2021 – date)



MEET THE TEAM



Isle of Wight
NHS Trust



Vanessa Flower — Head of Patient Experience



Samantha Johnson — Patient Experience Lead



MEET THE TEAM



Darren Grey — Complaints Case Handler



**Jo Worsfold — Patient Experience Project
Support Officer**



Tracey Tidbury — Senior Patient Experience Co-Ordinator



MEET THE TEAM



Isle of Wight
NHS Trust



Caroline Clark — Patient Experience Facilitator (PALS)



Patient Experience Administrator
(awaiting start date)

SEPTEMBER							2023	
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY		
						1	2	
3	4	5	6	7	8	9		
10	11	12	13	14	15	16		
17	18	19	20	21	22	23		
24	25	26	27	28	29	30		

Clare Hensall — Patient Experience Facilitator (PALS)



New Complaints Framework

The Isle of Wight NHS Trust was one of 12 PHSO pilot sites across the country

August 2021

Carried out a Self-Assessment

December 2021

The Patient Experience Team undertook the PHSO Complaints Standards training

May & June 2022

Held Co-Design workshops

January 2022

MH&LD Division agreed to pilot the new standards and undertook the training

April 2022

Adopted the PHSO model complaints policy

April 2022

Community Division agreed to pilot the new standards and undertook the training

May 2023

Rolled out the new standards in the Acute Division

Outcomes of the new Complaints Standards



A better, more consistent approach to complaint handling.

Staff are able to address and resolve more complaints at the earliest opportunity.

PALS are capturing Everyday Conversations, managing and reporting these more effectively.

PALS are identifying complaints that can be managed via early resolution and are directing these to the relevant services to action in a timelier way.

Significant increase in complainants handled within timescale.

Next steps



Education

Review complaint investigation pack

Further improve timeliness of complaint responses

Learning/improving

Continue to develop the weekly Complaints Review meeting



THANK YOU FOR LISTENING

ANY QUESTIONS?