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24<sup>th</sup> June 2015

Ms Joanna Smith - Manager  
Healthwatch Isle of Wight  
The Riverside Centre  
The Quay  
Newport  
Isle of Wight  
PO30 2QR

Dear Joanna

I am writing to thank you for forwarding the Trust the 'Enter and View Report – Complaints Management' and giving us the opportunity to comment on this.

I was disappointed to read that the team found a lack of information visible to support patients and carers who wish to make a complaint about our services; as I know the team have been proactively disseminating leaflets and posters around the Trust, including easy read versions over the last few months.

However, I was pleased to read that staff were polite and keen to encourage the volunteers to share their experience, although I recognise that not all staff feel confident and knowledgeable about the Trust complaints process, and this is something that we will need to address.

The report will be discussed at the Patient Safety, Experience and Clinical Effectiveness (SEE) Committee on 19 August 2015 when we will discuss this in conjunction with the recently received Isle of Wight NHS Complaints Survey Results 2015.

The report has been shared with senior staff and below is the actions that we plan to take to ensure those patients and their relatives / carers know how to raise a concern or complaint.

**Complaints Leaflets and Posters** will be redesigned to ensure they clearly summarise the process and include contact details and timescales for management of complaints. These will be developed in line with the Parliamentary Health Service Ombudsman (PHSO) user led vision for complaints handling. As part of the design we will include a clear visible reference to the Independent advocacy service.



**PALS Leaflets and Posters** will be reviewed to ensure that they provide a fuller explanation of the service provided this will include information regarding the PALS office in main reception area.

The Team will review the current training available to staff to agree the mechanism for ensuring all staff are trained in complaints handling, so they are clear on the Trust processes.

The Trust will also ensure that posters and leaflets relating to both Complaints and PALS are available in all departments and are clearly visible, as well as being available in different formats and languages on request.

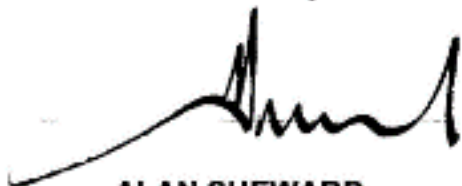
Senior Managers will remind staff of ensuring that all locally raised concerns are initially escalated to the Senior Nurse in Charge to act immediately to any concerns raised.

I would like to assure you that as we are now in receipt of both reports relating to complaints handling, the Trust will undertake a full review of its systems and processes to ensure that it aligns fully to the PHSO user led vision for handling complaints, and that staff are supported to manage concerns and complaints locally.

The Trust is committed to ensuring that patients and their relatives are supported in raising a concern / complaint and we are truly learning lessons from this valuable feedback to improve the patient experience of our services.

Should you wish to discuss this any further, or attend the SEE Committee in August, please do not hesitate to contact me directly.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Alan Sheward', written over a horizontal line.

**ALAN SHEWARD**  
**EXECUTIVE DIRECTOR OF NURSING**