

Quality Governance Team
South Block
St Mary's Hospital
Parkhurst Road
Newport
Isle of Wight
PO30 5TG

10th August 2017

Joanna Smith
Healthwatch Isle of Wight Locality Manager
Healthwatch Isle of Wight
Riverside
The Quay
Newport
Isle of Wight
PO33 2QR

Dear Joanna,

Re: Enter and View report – Complaints

Thank you for the report received on 17 July 2017 from Nikki Steward in relation to the Enter and View revisit into complaints handling, which was undertaken in February and March 2017. The Trust is very grateful to you for undertaking this follow up review.

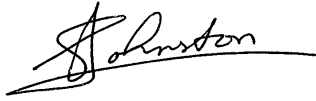
I am pleased that there has been an improvement in the findings compared to your previous visit in 2015. It was good to see the complaints procedure leaflets were well supplied in most areas however there is clearly still work to do to ensure consistency across the Trust.

As you will be aware since the Trust was placed in special measure, we have an Interim Chief Executive who is supporting us, with external colleagues to improve Quality and part of this is reviewing and improving the complaints process. The recommendations within the report will be incorporated into this review, and we will ensure that we review the literature and posters relating to PALS and complaints, but we will continue training our staff in the managing complaints.

The complaints team works closely with seAp and will discuss how we can improve the advertising their services at the meeting scheduled with them on 8 August 2017. I can assure you we do provide seAp leaflets and posters to all areas across the Trust and the seAp team are bring along further supplies to the meeting which we will again distribute.

I will ensure that you are kept updated on progress with our review of complaints handling.

Yours sincerely

A handwritten signature in black ink, appearing to read "Sarah Johnston", with a long horizontal line extending from the end of the signature.

Sarah Johnston
Acting Executive Director of Nursing