

## 'You said, we did'

**The Patient Advice & Complaints Team (PAC) provide a report every three months to the Trust Board highlighting the compliments, concerns and formal complaints received.**

**Below are some actions and changes to service that have been identified as a result of both formal complaints and locally resolved concerns in Quarter 2 (July-September 2018):**

- Concerns raised by service users about the use of restraint have fed into a review of the Positive and Proactive work being undertaken, including a new template which records that a debrief has been held with service user. Information about the debrief will be added to incident reports and in clinical records.
- The Ward Managers and Clinical manager of Acute Mental Health Services are meeting on a weekly basis to review cases picked up by Patient Advice & Complaints and also concerns they are dealing with directly. The number of cases received, including any identified themes and trends are shared with Service Managers and Deputy Directors in monthly reports. These reports are discussed in locality Quality and Safety meetings to consider what improvements are required.
- The CMHT Assessment Team is relatively new and the manager is working to improve the service to reduce the delay in referrals and ensuring all referrals that are reviewed have rationales documented and the referrer is informed of the outcome. The Team Manager is developing templates also to inform service users of the outcome of assessments.