




The Four Cs

Concerns,
Complaints,
Comments and
Compliments

A QUICK GUIDE FOR STAFF

What you can do

- Take responsibility and do all you can to improve our patients' experience...even the smallest change can improve someone's experience.
- Help patients/relatives to access PALS if they require help.
- Encourage patients to complete the Friends and Family Test and listen to what they have to say.



*Treat every patient
as you would
wish your loved
one to be
treated*

Concerns

- **Take personal responsibility for dealing with the issue.** Many issues raised by people are as a result of a misunderstanding or miscommunication, therefore sitting and talking to them and understanding their views can aid resolution.
- **Ideally many of the issues raised will be things that can be put right quickly** so that we solve the problem whilst they are still with us and they can see how we have made things better.
- **If the issue the person raises is one that will take some time to resolve,** keep them informed about how you are getting on with dealing with the problem to demonstrate it is being taken seriously.
- **Sometimes a patient might be worried about providing feedback** as they may feel this might affect their care. Be as open as possible in welcoming feedback and encourage the patient's relative and visitors to provide feedback to you and the Ward Manager or Head of Department.
- **Despite your best efforts,** if the person is still unhappy or the issue you are dealing with is too complex, seek advice and support from your Ward Manager or Head of Department (or equivalent) and give the person the chance to talk to them directly. It may also be advisable to involve the relevant Matron or bleep 555 holder.
- **The vast majority of issues and concerns should be easily solved** at ward or department level and very few will need the input of the Patient Advice and Liaison Service (PALS) or Complaints Team. If you have tried to resolve the issue and the person still requests to make a complaint, it is at this stage you should seek advice from PALS.

PALS should not:

- Be used to deal with issues that can be dealt with at source.
- Be the default for concerns and complaints because staff may not want to deal with them.
- Be used for staff to raise a concern or complaint

The Patient Advice and Liaison Service Team (PALS)

Contact on **01582 497990** or via email **PALS@ldh.nhs.uk**

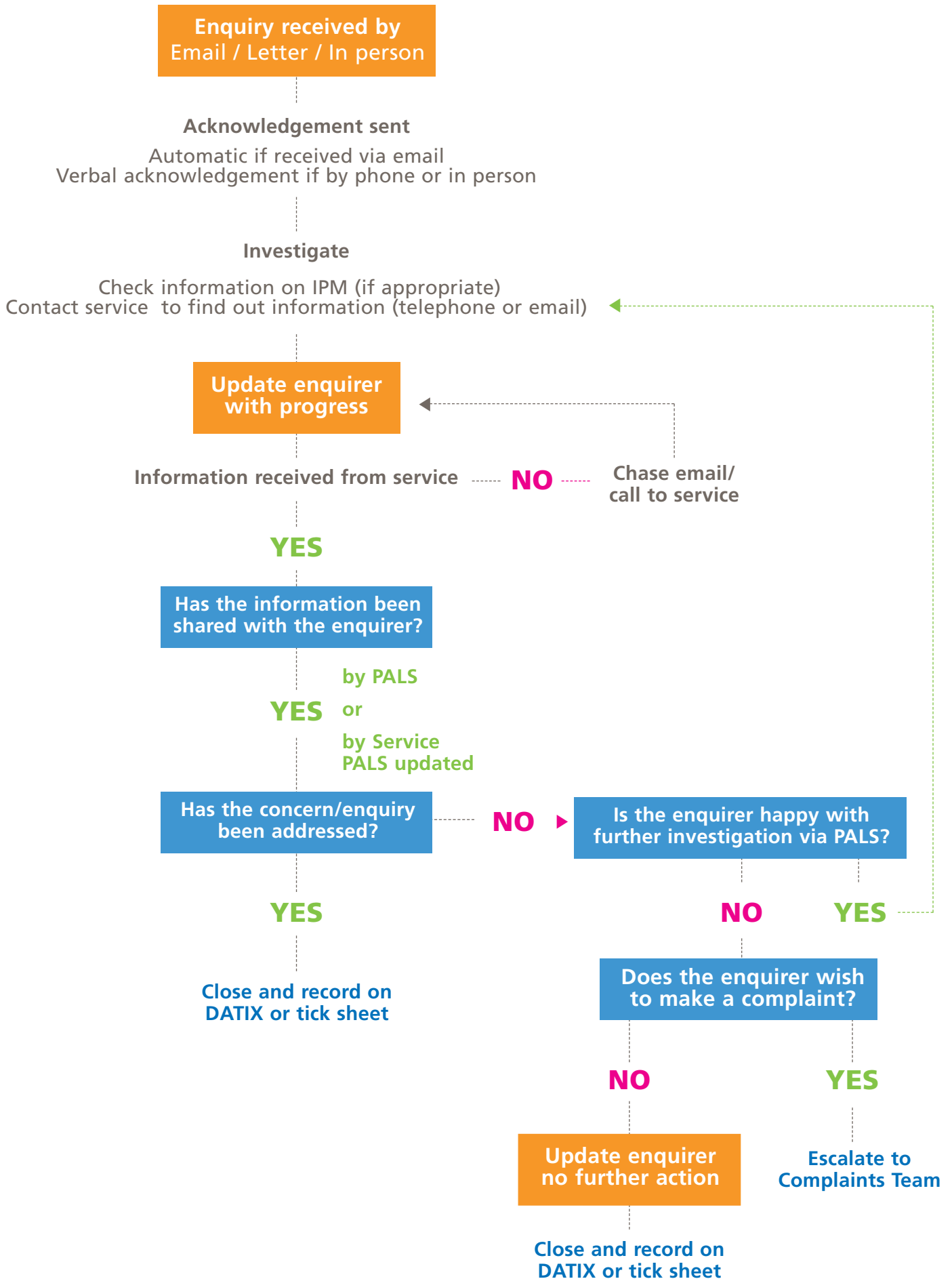
Opening times:

For **staff** 08.00 – 17.00

For the **public** 10.00 – 12.30 and 13.30 to 16.00

(Monday to Friday excluding BH)

Dealing with Concerns and Complaints in PALS



Complaints

The Complaints Team can provide support to staff who are trying to resolve a concern or issue and should be contacted when attempts at resolution locally have failed.

When a complaint has raised issues these are shared with the Divisional Complaints Lead and relevant General Manager, Service Managers and Clinical Staff. It is at this point the divisional team may call the complainant to discuss the issues with them, and where possible resolve it without having to follow the formal process.

PALS should be contacted in the first instance but if they are unavailable or cannot resolve the issue it should be escalated to the Complaints Team.

If resolution has not been achieved through the methods above and the person still wishes to make a formal complaint, they can write to:

The Chief Executive
Trust Offices
Luton and Dunstable University Hospital NHS Foundation Trust
Lewsey Road
Luton
Bedfordshire LU4 0DZ

How to contact the Complaints Team

01582 49 7002 or **complaints.officer@ldh.nhs.uk**

Comments

Comments and suggestions are ways to improve the service we provide.

We collect them from a number of sources, such as;

Local and National Surveys
Friends and Family Test,
Social Media i.e. Facebook and Twitter
NHS Choices.

Therefore it is important that we ask our patient and visitors to tell about their experiences and encourage them to complete the surveys.

Use comments and suggestions to share at your team meetings and safety huddles.

You can make little changes that have a big impact on a patients' stay.

Think about asking;

'What matters to you...'

NOT

'What is the matter with you...'



Compliments

You receive more compliments and positive feedback than concerns and complaints. Usually for every **1 complaint** received we will receive at least **10 compliments**.

It is important that these are also used to develop and share good working practices.

The PALS and Complaints Teams will register compliments and therefore staff need to send any details to the Complaints Team via email **complaints.officer@ldh.nhs.uk**.

The Complaints Team will ask you to submit this data on a quarterly basis and we report it to our commissioners and the CQC.

Also we can collect compliments and positive feedback through the FFT and surveys. Again please encourage patients and carers to complete surveys

