

BRIEFING NOTE

TO: HEALTH SCRUTINY AND PERFORMANCE SUB-PANEL
DATE: 28 APRIL 2009

RE: DUDLEY & WALSALL MENTAL HEALTH PARTNERSHIP TRUST
COMPLAINTS RECEIVED FOR WALSALL LOCALITY DURING THE
PERIOD JANUARY TO MARCH 2009

Purpose

To inform the Committee of complaints received in the last quarter (Jan-Mar 09), lessons learnt and actions taken.

1 Category of complaint by service

Chart and table showing the number of complaints received by category and service

2 Breakdown of complaints by category

Chart showing category of complaints by number and percentage

3 Breakdown of complaints by service

Chart showing service of complaints by number and percentage

4 Lessons Learnt/Actions

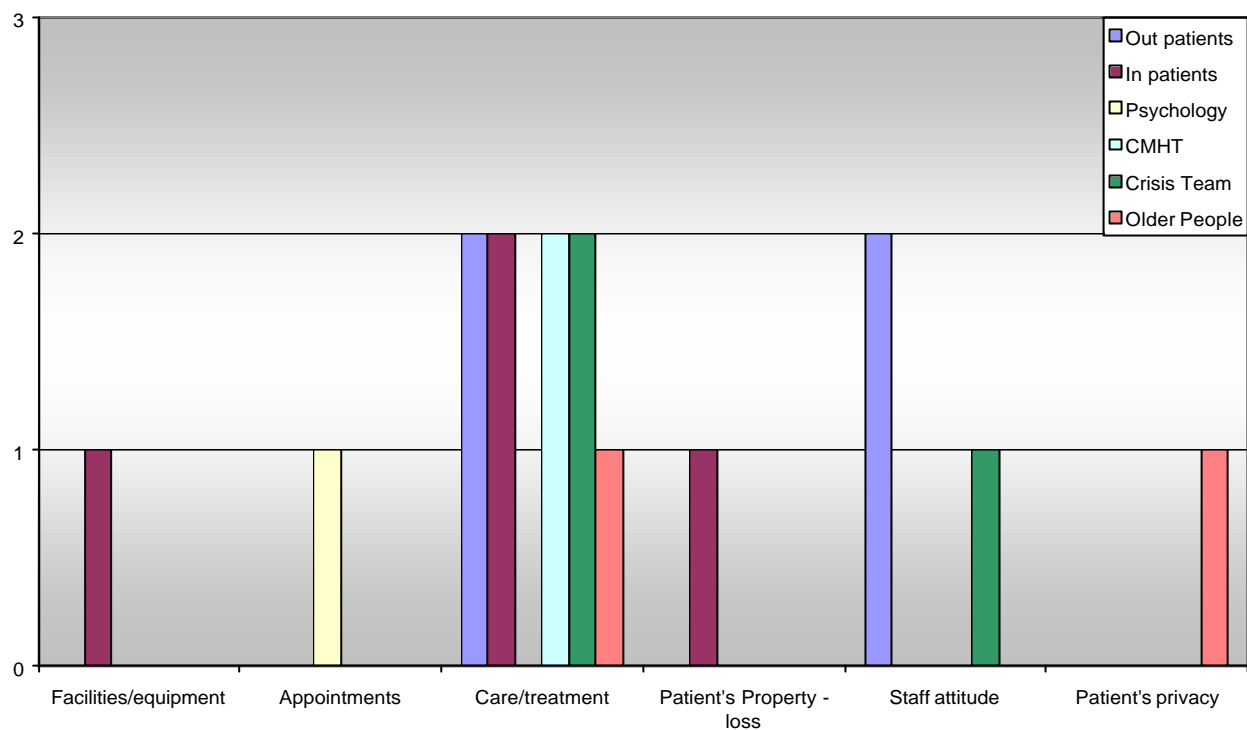
Process for lessons learnt from complaints

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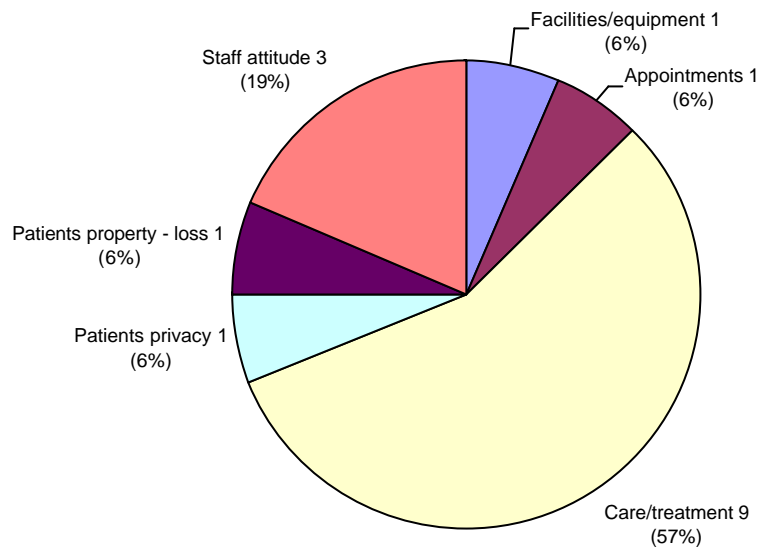
There were a total number of 16 complaints received during this quarter.

1 Category of complaint by the service

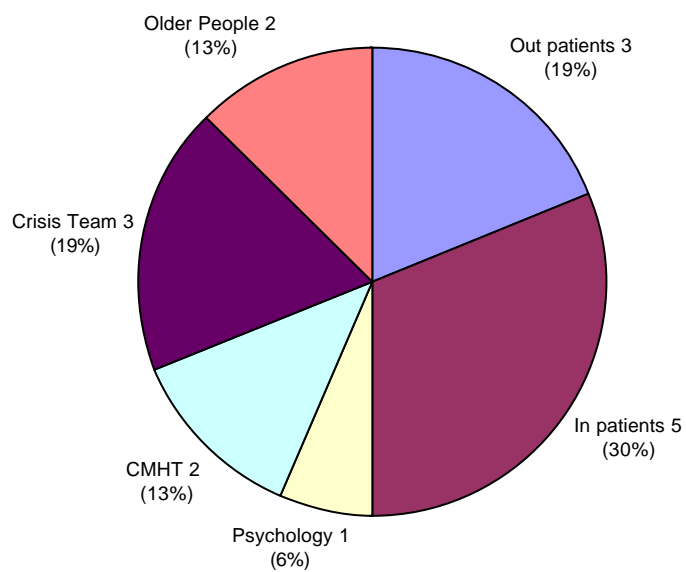


Category	Number
Facilities/equipment	1
Appointments	1
Care/treatment	9
Patient's property – loss	1
Staff attitude	3
Patient's privacy	1

2 Breakdown of complaints by category



3 Breakdown of complaints by service



4 Lessons Learnt/Actions

Dudley and Walsall Mental Health Partnership Trust have a policy and process in place to ensure that lessons learnt from complaints inform service improvement.

Action plans are generated for lessons learnt from complaints and these are implemented by the operational services.

Action plans and sign off of completed actions are overseen by the Clinical Governance Department and reported on a monthly basis to the Integrated Governance Committee.