

Overview of complaints received during the 12-month period April 2023 to March 2024

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St Catherine's Hospice strives to ensure that all its services and broader activities are delivered to a consistently high standard. However, there may be occasions when service users' or other stakeholders' expectations are not met. Making a complaint is one way that people can make their views known when our services fall short of their expectations.

St Catherine's Complaints Policy defines a complaint as:

"a clear expression of dissatisfaction about the hospice: about services or activities, or about behaviour or events witnessed, whether justified or not. A complaint can be made verbally or in writing, and can be made by anyone about any aspect of the hospice."

...and a concern as:

"feedback or a remark from a service user or other stakeholder which appears to express unease or unhappiness about the hospice or any of its services or activities."

This document provides an overview of complaints received during the 12-month period April 2023 to March 2024. A total number of 19 complaints were received during this period.

Figure 1: complaints by department

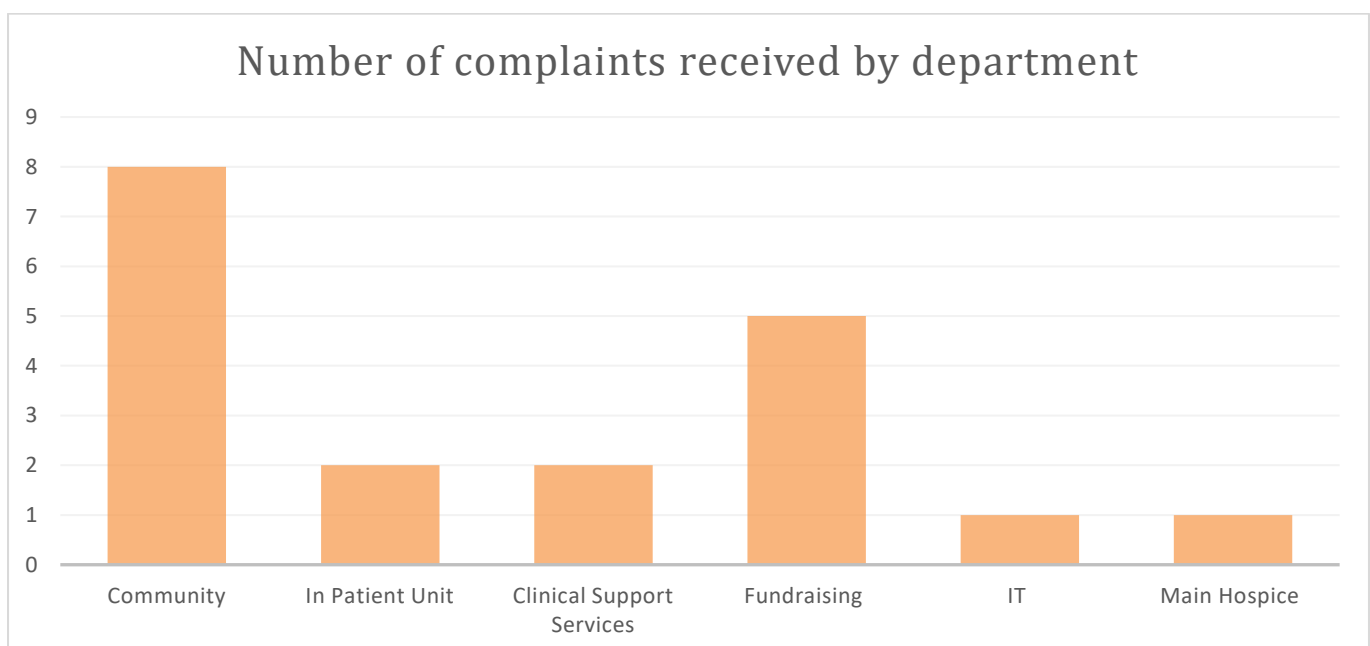


Figure 2: complaints by subject

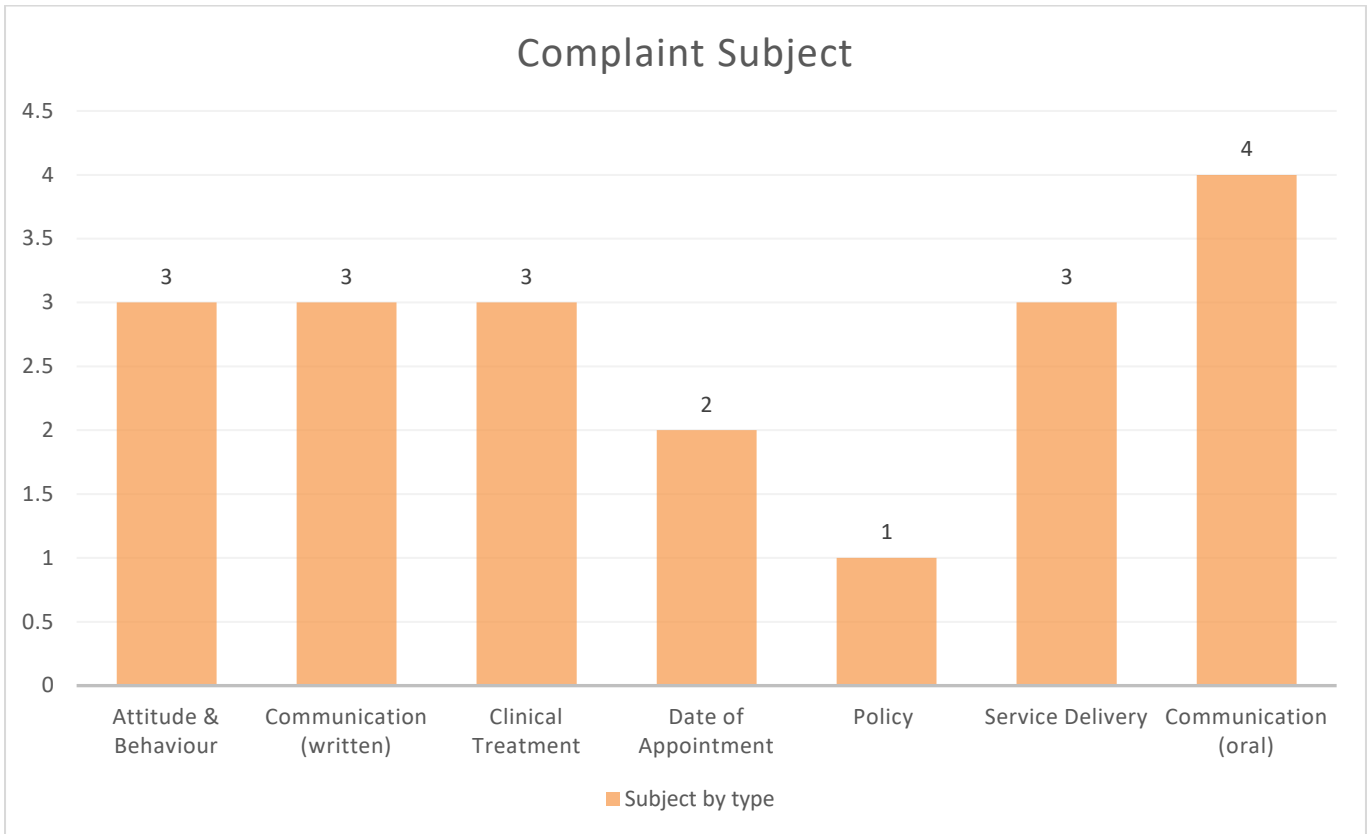


Figure 3: complaints by timeliness of acknowledgement

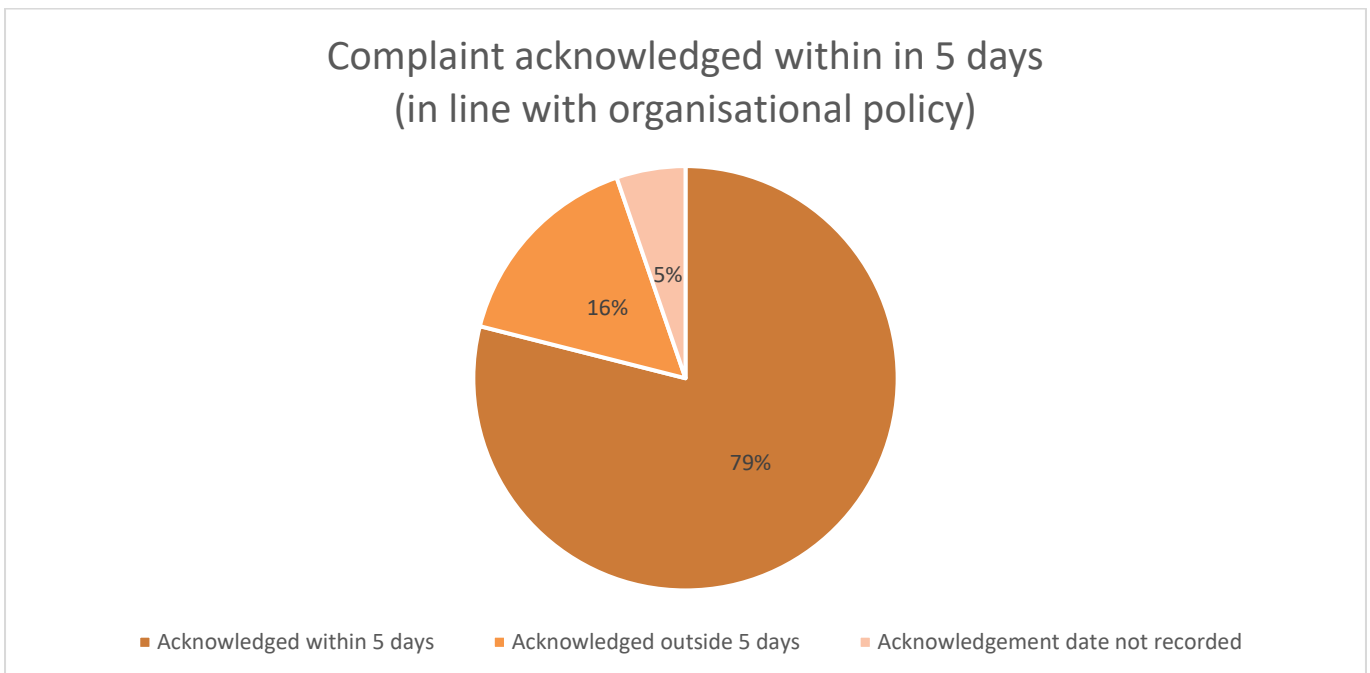


Figure 4: complaints by outcome

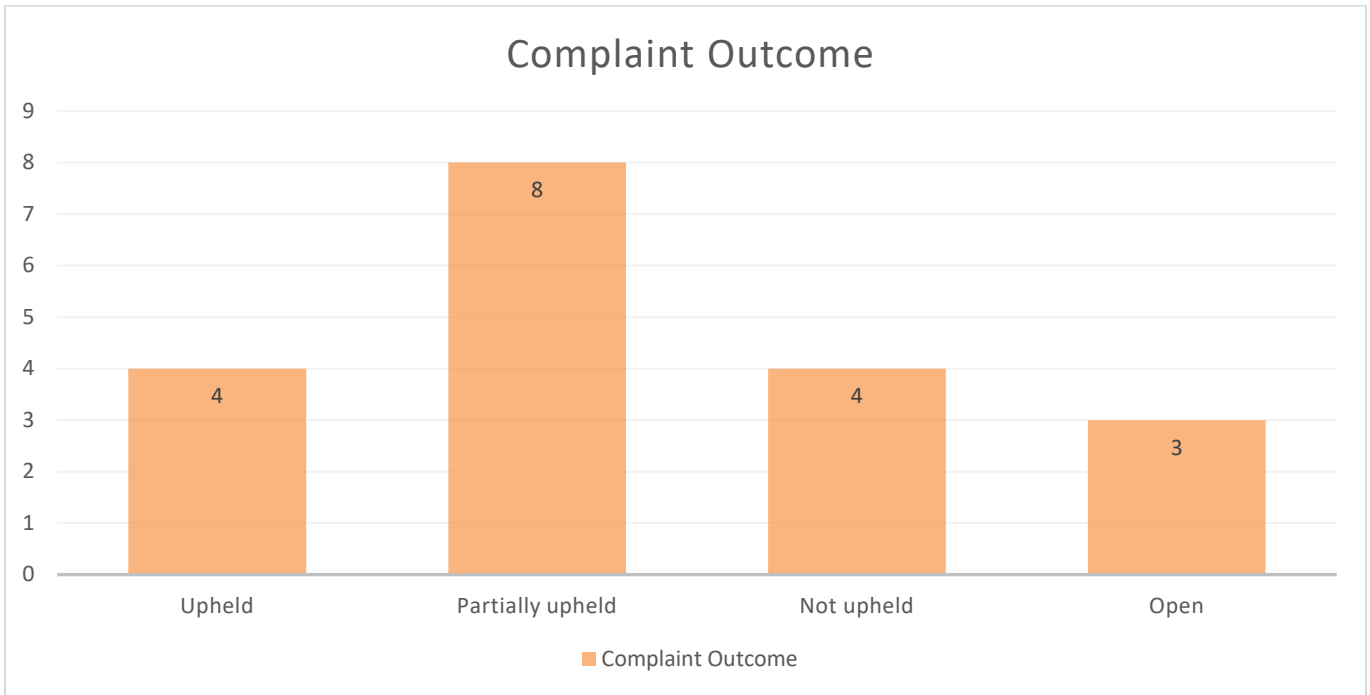
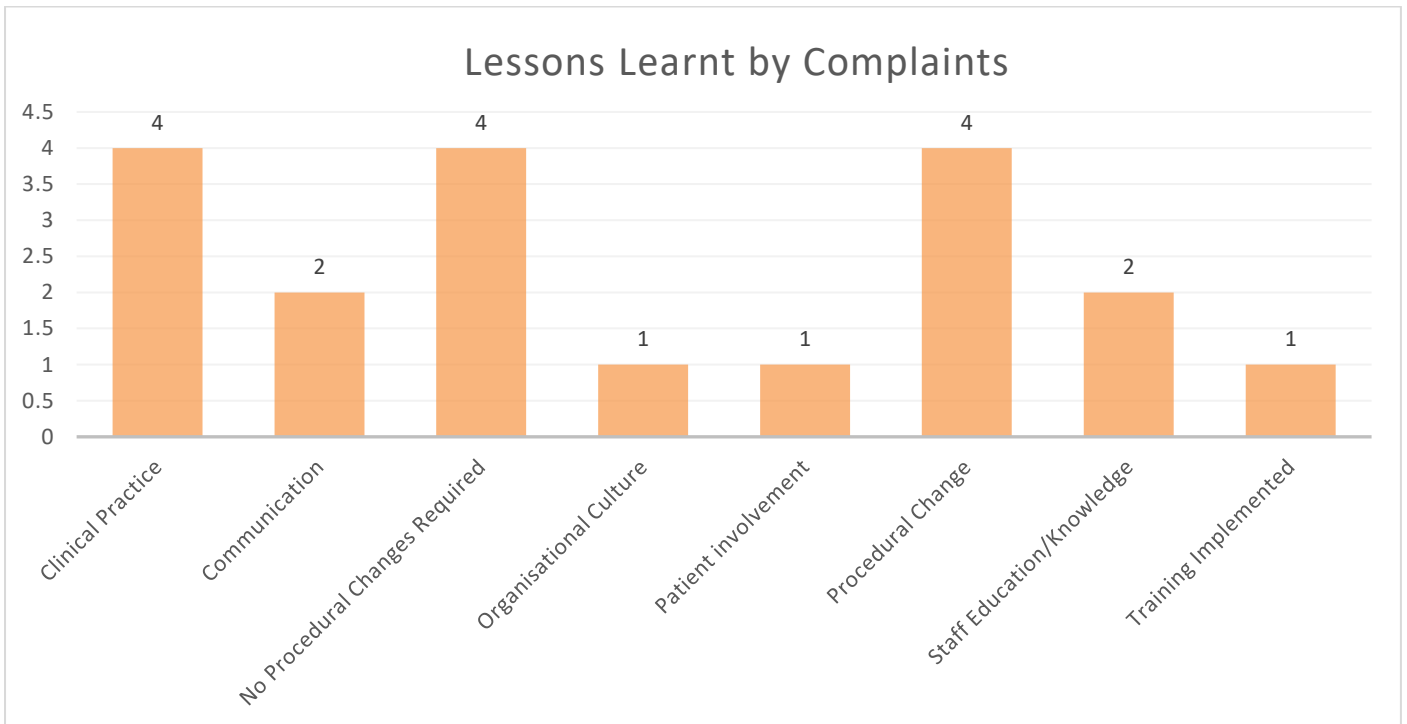


Figure 5: complaints by lessons learned



Learning and Improvements

Examples of learning from our complaints has led to the below improvement actions being taken.

- Improved consistency of completing patient monitoring charts.
- Clarify communication around the extent of our community services.
- Continue to be transparent about our lottery and the cost of running this.
- To ensure we extract appeal letter data as close to the date that we send it to the mailing house.
- Complaint to be used as reflective learning.
- We are going to introduce a clear participant agreement which clearly illustrates the fundraising/payment option the participant has signed up to.
- We will reconsider the timing of the emails for the Christmas tree collection in December 2024.

Figure 6: total number of complaints and concerns received during the last six years

Totals	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Complaints	30	16	10	13	20	19
Concerns	36	36	29	28	43	35

Focus for 2024-25

We have two main areas of focus for the next 12-months:

1. To continue to strengthen our culture for learning from the full range of stakeholder feedback, including complaints and concerns, but also general comments and suggestions.
2. To migrate to a new electronic system for the management of stakeholder feedback. We have chosen not to renew our contract with our current service provider (Datix), the contract with whom ends on 31st May 2024. Ahead of this end date, we plan to launch the use of our replacement (Vantage), on 1st May 2024.