

# Increasing the Number of Complaints Responded to within 40 Working Days

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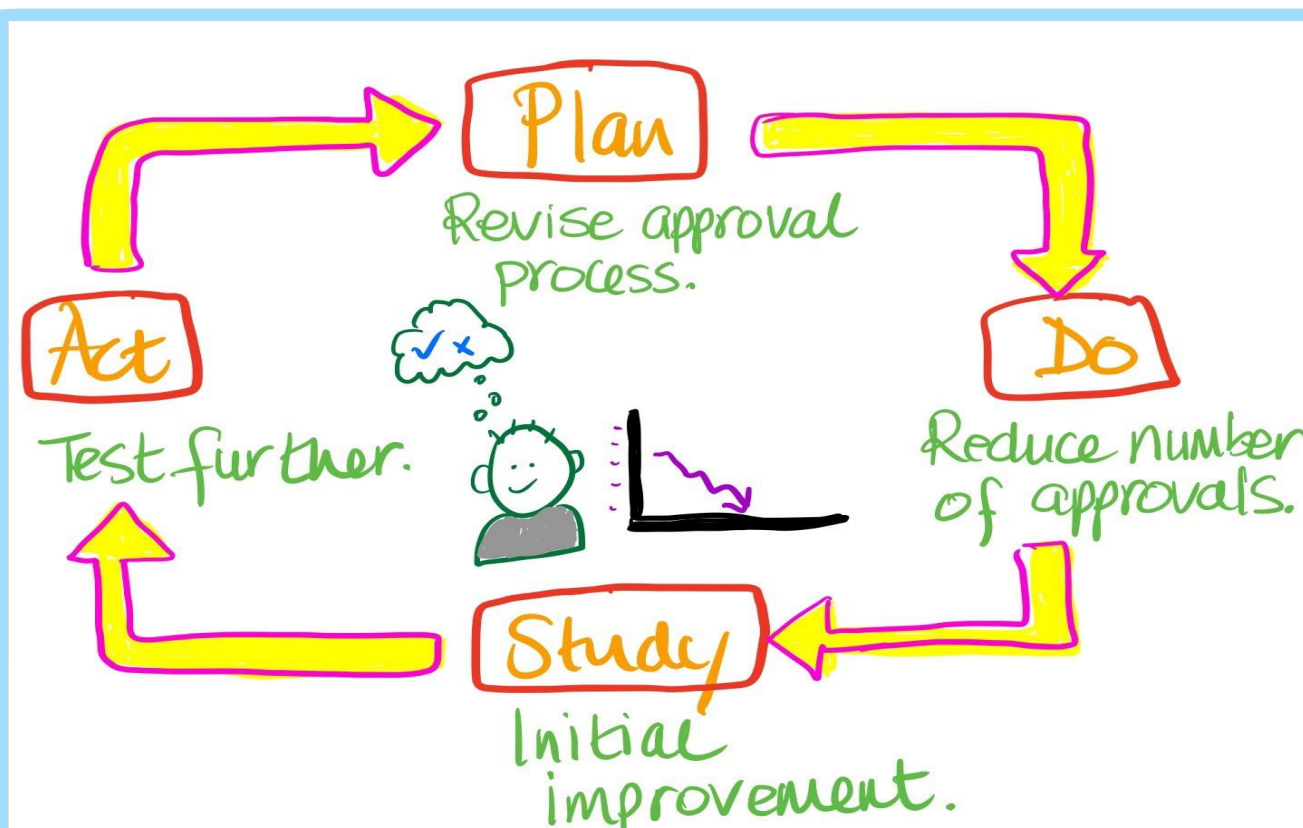
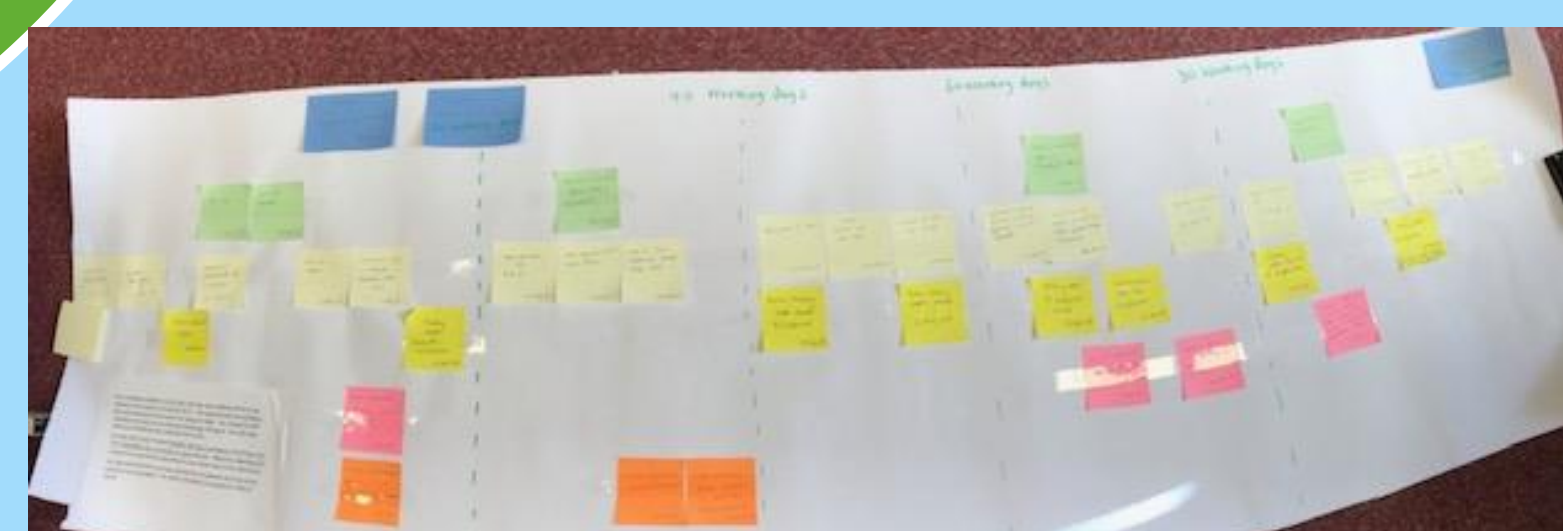
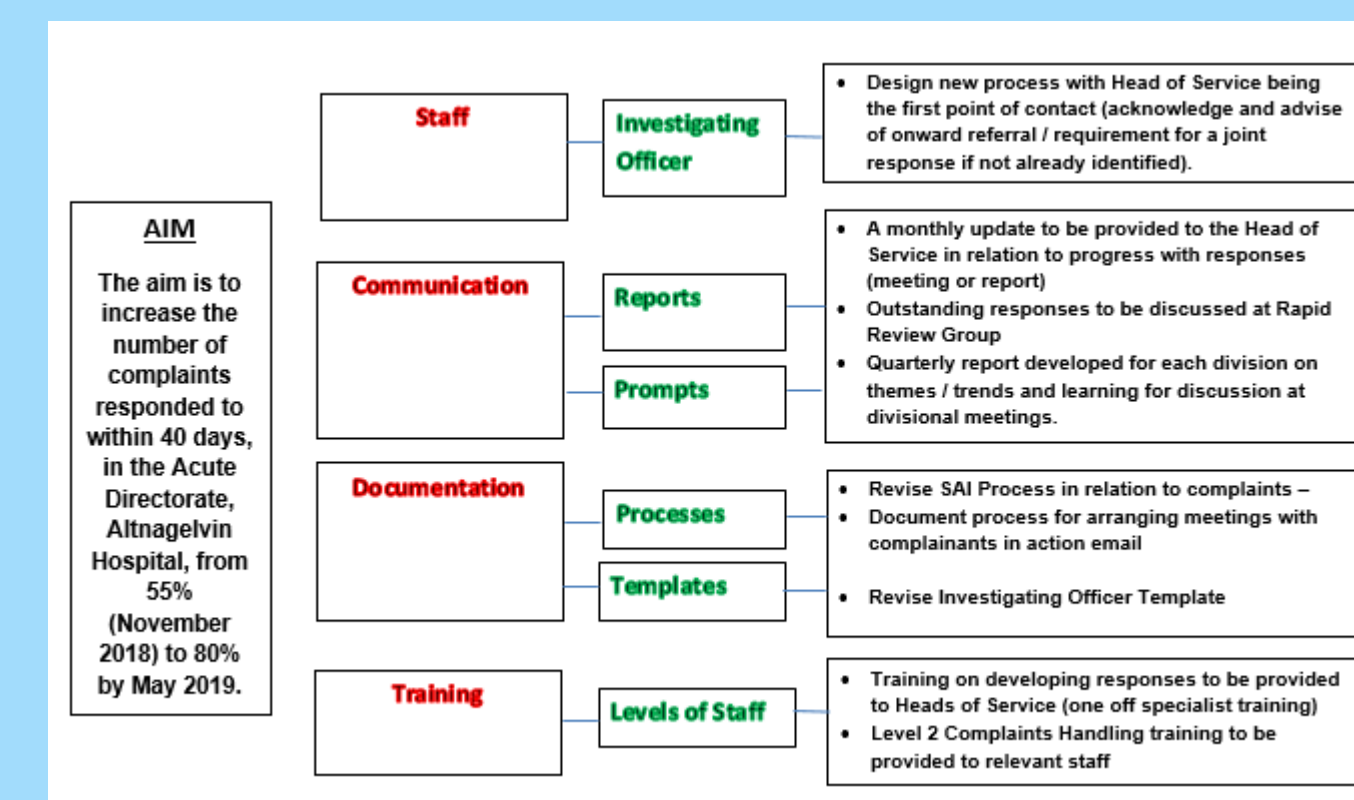
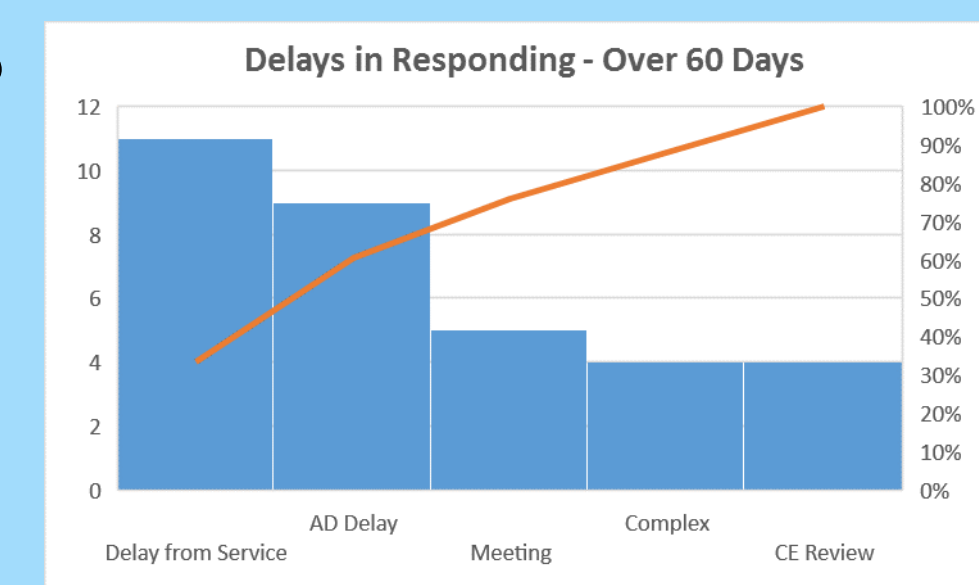
## Background

- The regional recommendation is for complaints to be responded to within 20 working days, with a recognition that complex complaints will take longer.
- It was noted that there was an increase in the number of responses outstanding over 60 working days within the Acute Directorate.
- Delays in receiving responses can cause frustration and anxiety for complainants. It impacts on the Complaints Team in relation to chasing up on responses and dealing with complainants who are unhappy with delays. Service Managers etc. are also impacted as they have to deal with a backlog of complaints.

**AIM**  
To increase the number of complaints responded to within 40 days, in the Acute Directorate, Altnagelvin Hospital, from 55% (November 2018) to 80% by May 2019.

## Improvement Methods

- Staff Workshop
- Pareto Chart
- Process Map
- Data Analysis
- Driver Diagram



## Process Change – PDSA Cycles

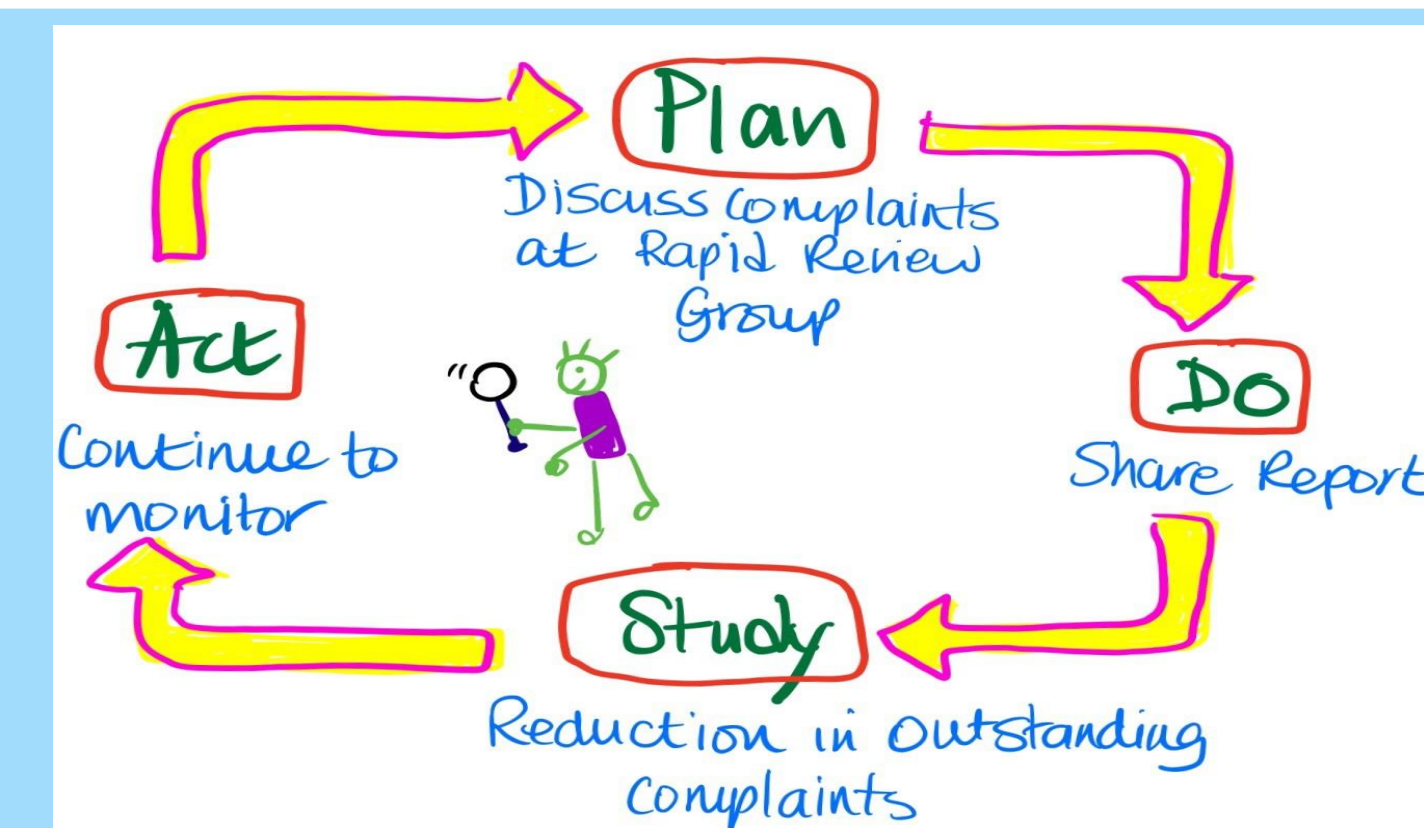
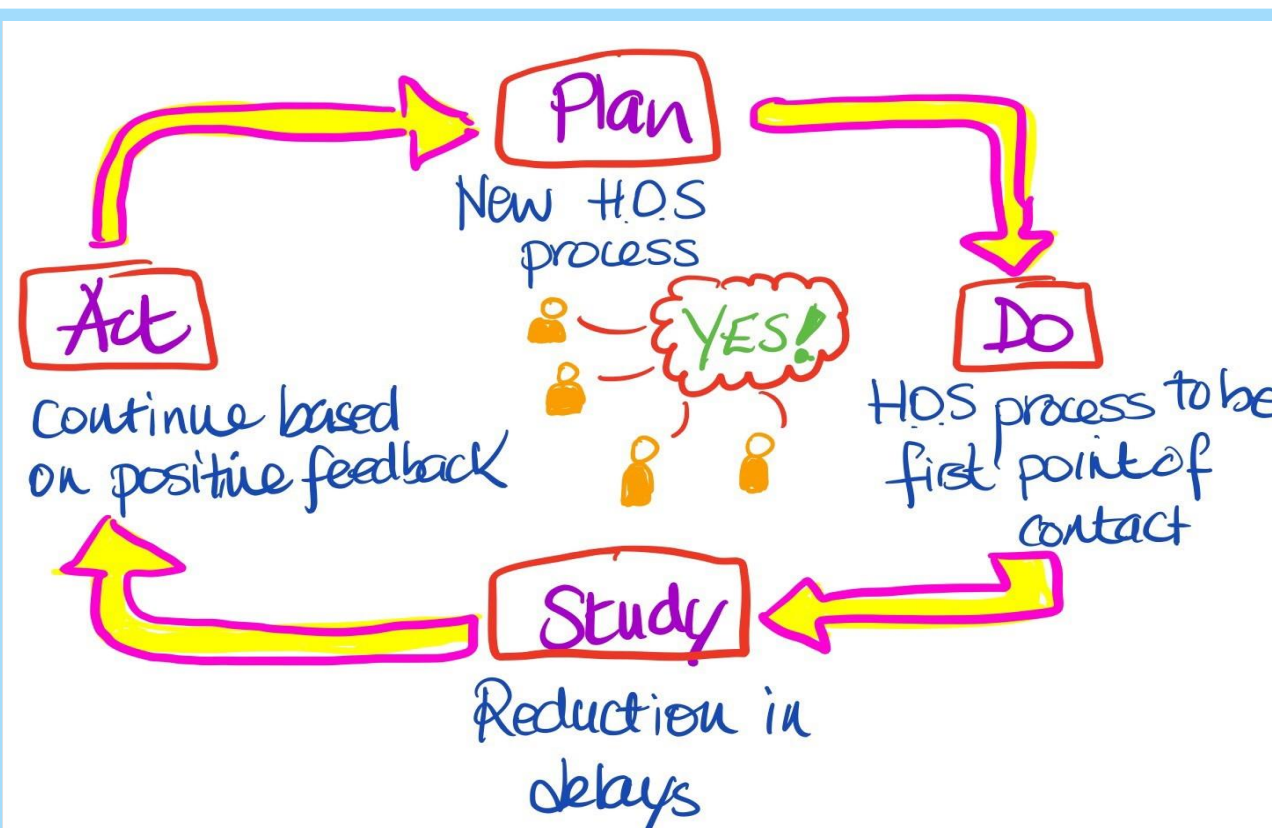
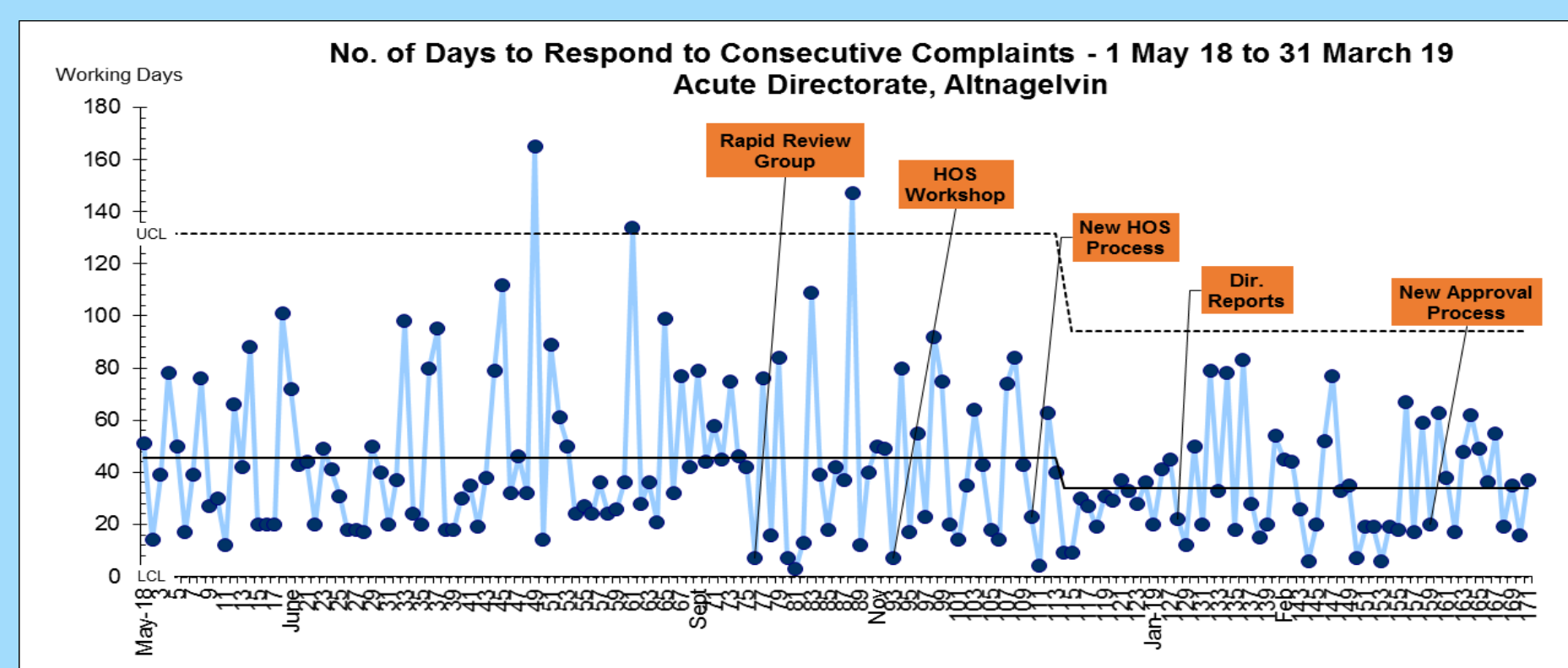


Chart 1- I Chart



## Results

Chart 2

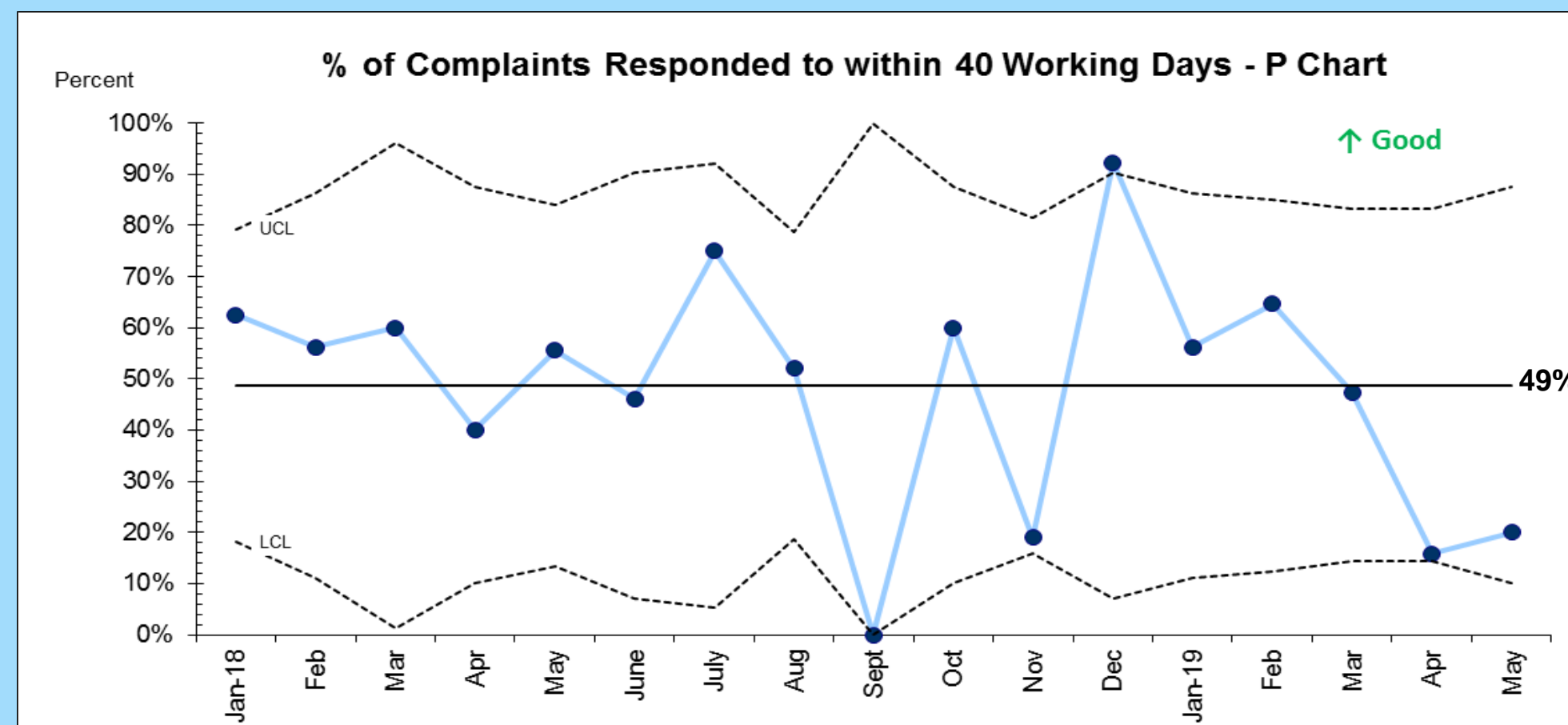
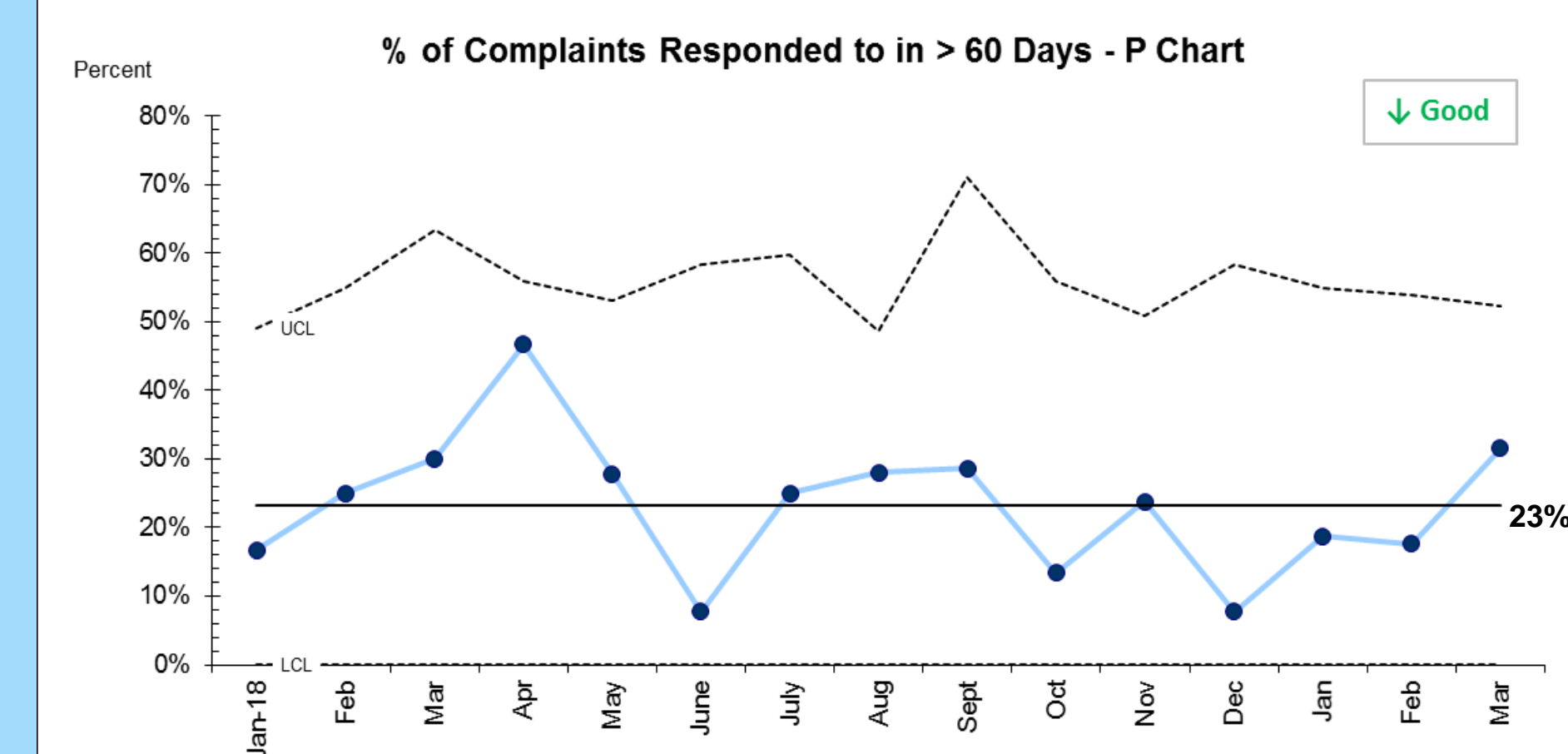


Chart 3



## Conclusions

- Chart 1 demonstrates an improvement in the mean time taken to respond to individual complaints from an average of 44 to 38 working days. There was a shift in December which prompted me to adjust the mean. The chart demonstrates less variation within the new control limits and no astronomical points.
- Chart 2 and 3 continue to demonstrate random variation in the process. While responses completed within 40 working days was above the upper control limit in December responses were impacted by sick leave and focus on the Delivering Value Trust Initiative.

## Key Learning Points

- Asking the 'right people' how to improve. The workshop and involvement of the Heads of Service had the biggest impact with one person stating that it was the first time anyone had asked them for their input.
- Being able to use readily available data from the Datix system allowed me to demonstrate progress and practice my SPC skills.

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