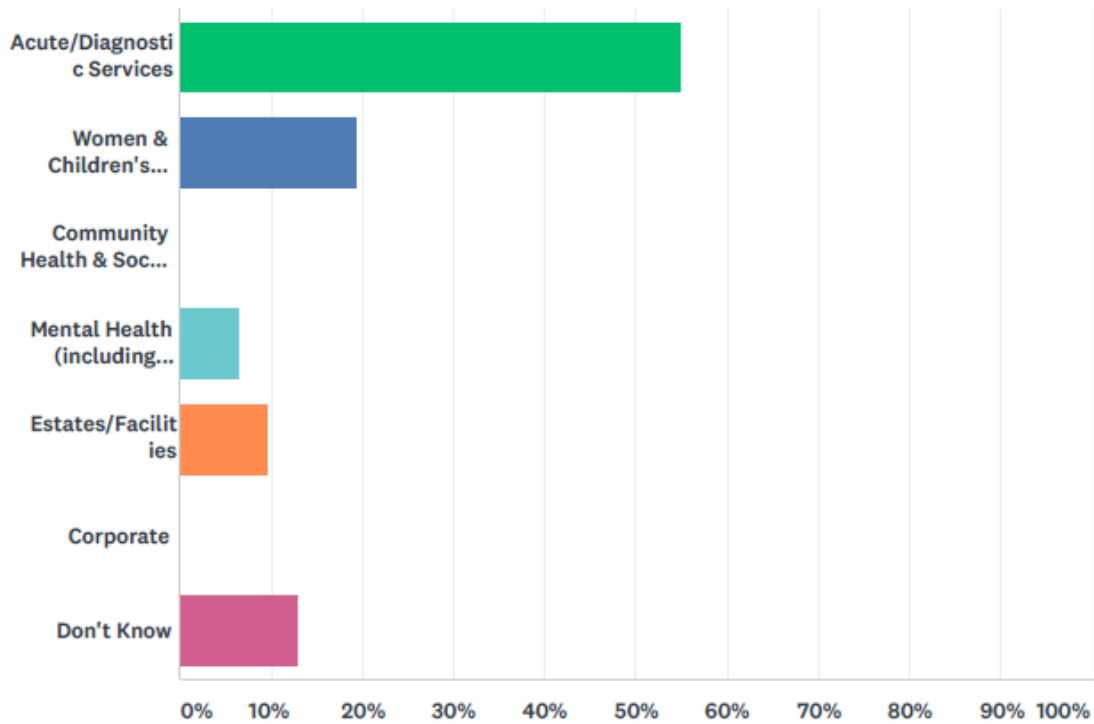


Appendix 4 – Complaints Process Experience

Q1 Which Service did your complaint relate to (optional)

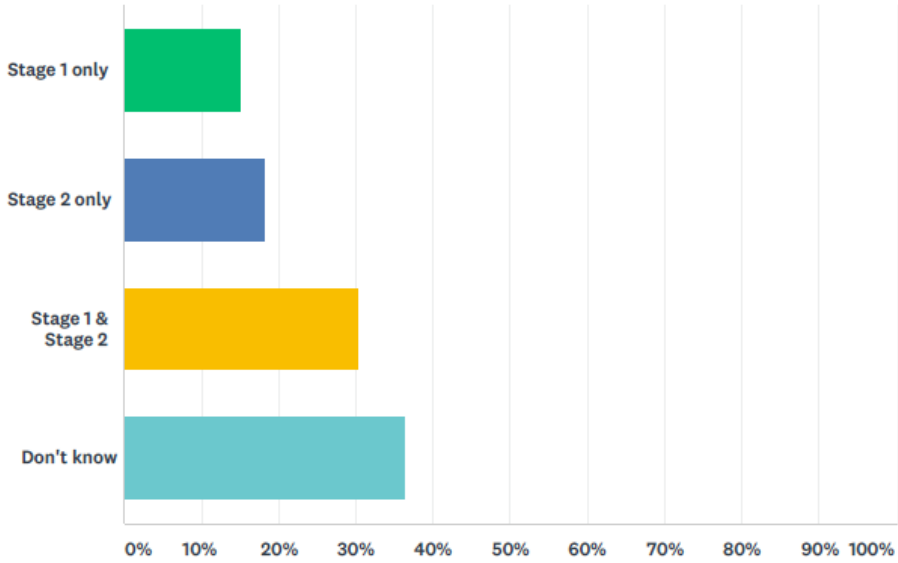
Answered: 31 Skipped: 3



ANSWER CHOICES	RESPONSES	
Acute/Diagnostic Services	54.84%	17
Women & Children's Services	19.35%	6
Community Health & Social Care	0.00%	0
Mental Health (including Prison Healthcare)	6.45%	2
Estates/Facilities	9.68%	3
Corporate	0.00%	0
Don't Know	12.90%	4
Total Respondents: 31		

Q2 Which stage of the complaints procedure have you completed?

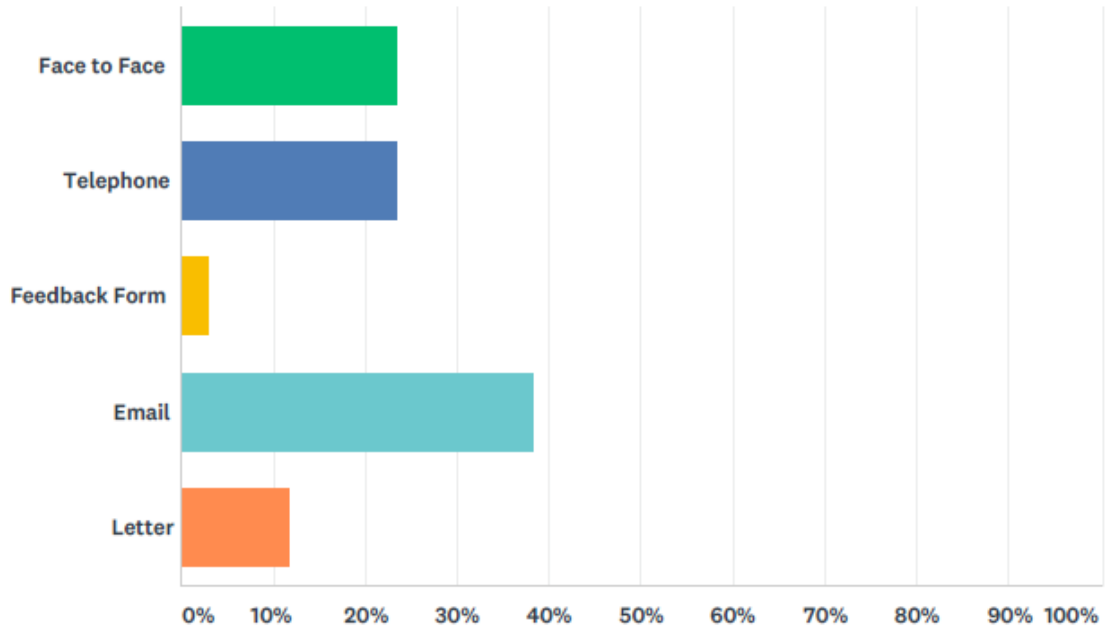
Answered: 33 Skipped: 1



ANSWER CHOICES	RESPONSES	
Stage 1 only	15.15%	5
Stage 2 only	18.18%	6
Stage 1 & Stage 2	30.30%	10
Don't know	36.36%	12
TOTAL		33

Q3 How did you first make contact?

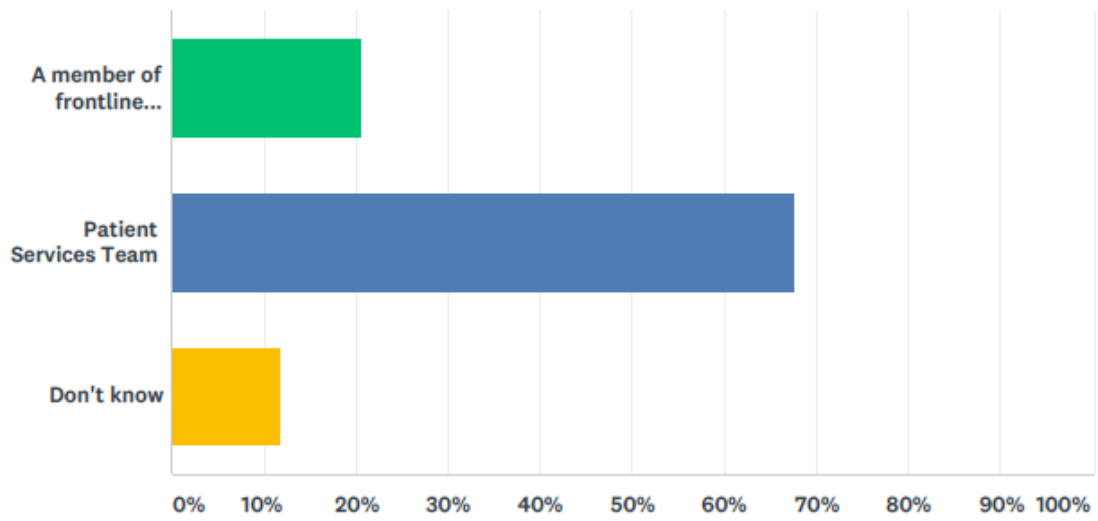
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Face to Face	23.53%	8
Telephone	23.53%	8
Feedback Form	2.94%	1
Email	38.24%	13
Letter	11.76%	4
TOTAL		34

Q4 Who did you first report your complaint to?

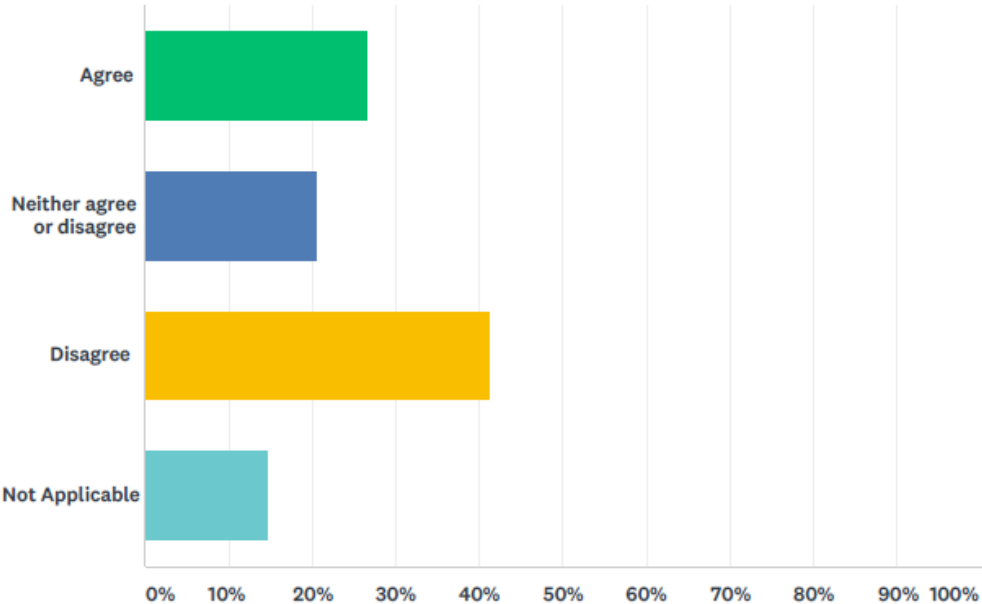
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
A member of frontline staff, e.g. a receptionist, nurse or doctor	20.59%	7
Patient Services Team	67.65%	23
Don't know	11.76%	4
TOTAL		34

Q5 Finding information on how to make a complaint was easy

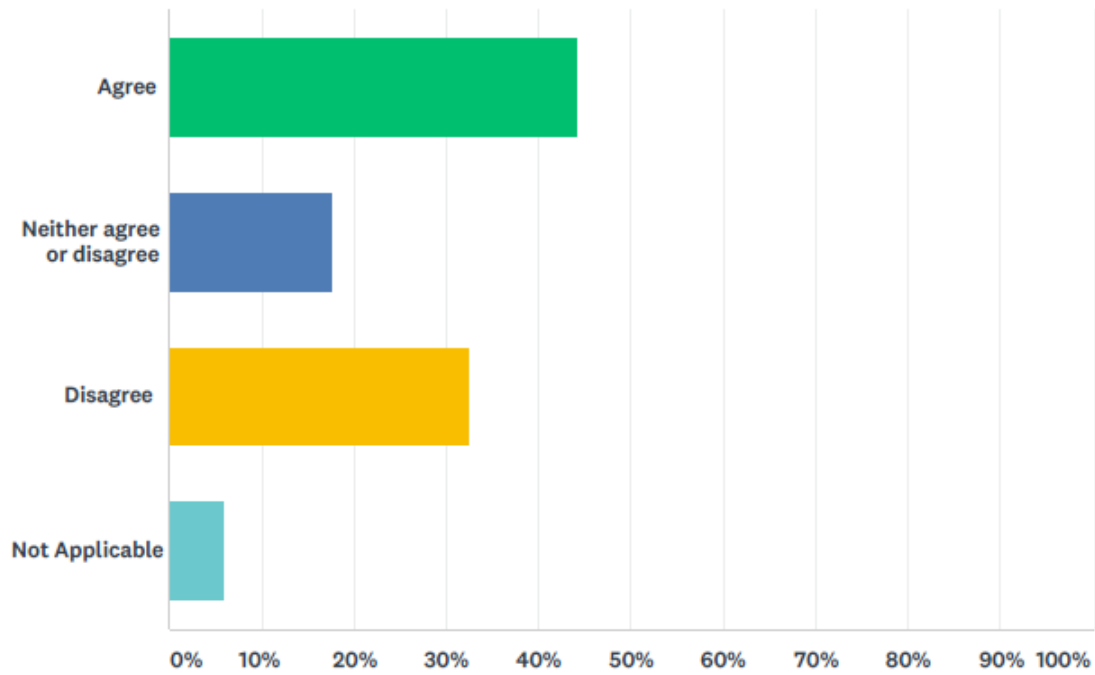
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	26.47%	9
Neither agree or disagree	20.59%	7
Disagree	41.18%	14
Not Applicable	14.71%	5
Total Respondents: 34		

Q6 Submitting a complaint was easy

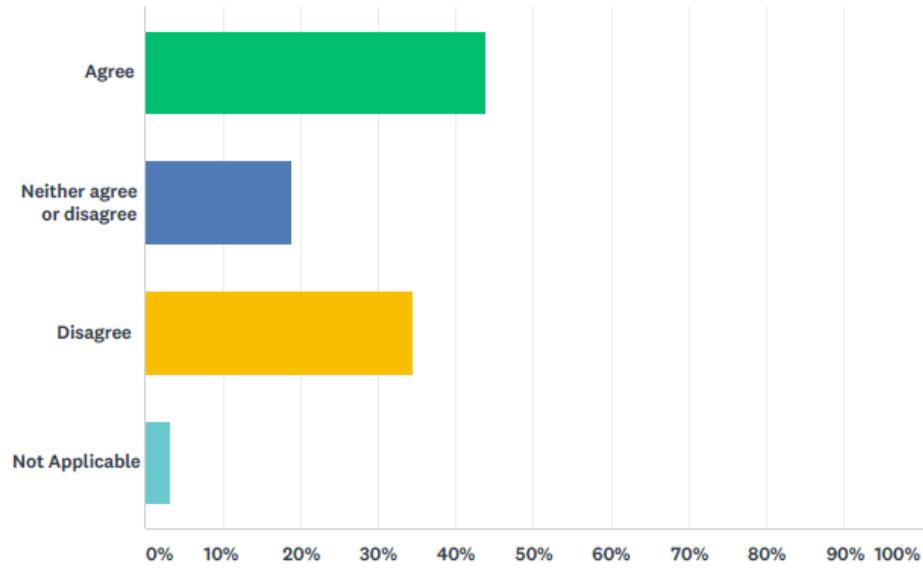
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	44.12%	15
Neither agree or disagree	17.65%	6
Disagree	32.35%	11
Not Applicable	5.88%	2
Total Respondents: 34		

Q7 The staff dealing with my complaint were helpful, courteous and professional

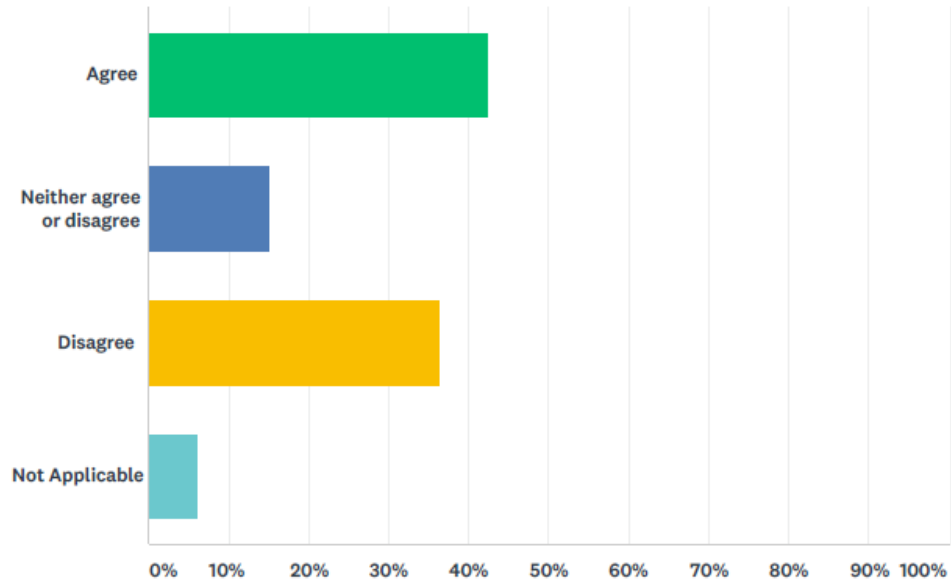
Answered: 32 Skipped: 2



ANSWER CHOICES	RESPONSES	
Agree	43.75%	14
Neither agree or disagree	18.75%	6
Disagree	34.38%	11
Not Applicable	3.13%	1
Total Respondents: 32		

Q8 The staff dealing with my complaint showed empathy and/or compassion

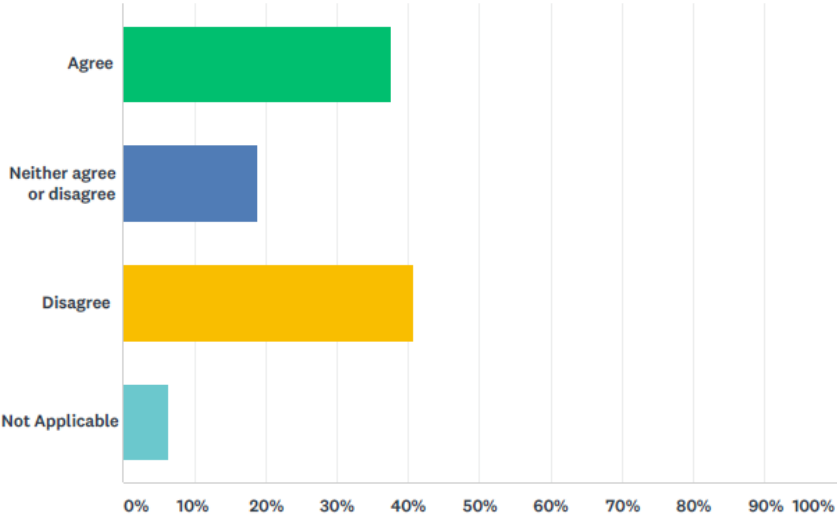
Answered: 33 Skipped: 1



ANSWER CHOICES	RESPONSES
Agree	42.42% 14
Neither agree or disagree	15.15% 5
Disagree	36.36% 12
Not Applicable	6.06% 2
Total Respondents: 33	

Q9 The staff dealing with my complaint listened to me and understood my complaint

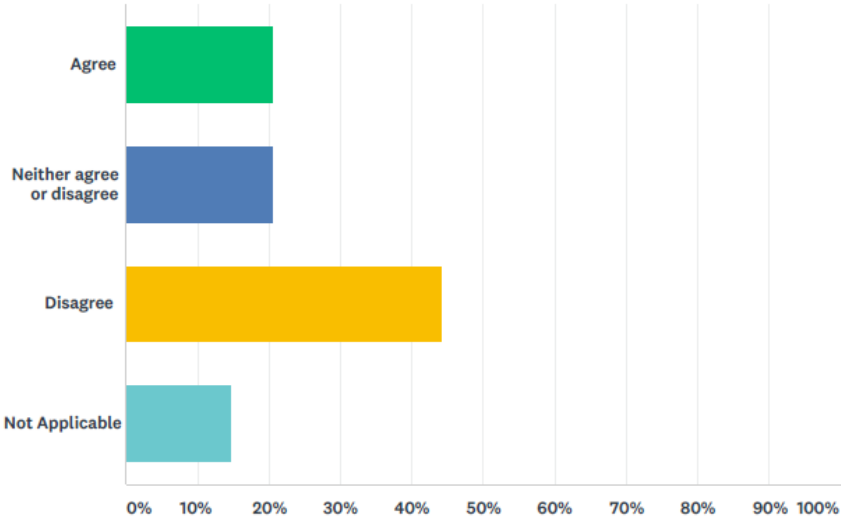
Answered: 32 Skipped: 2



ANSWER CHOICES	RESPONSES	
Agree	37.50%	12
Neither agree or disagree	18.75%	6
Disagree	40.63%	13
Not Applicable	6.25%	2
Total Respondents: 32		

Q10 The staff dealing with my complaint checked what outcome I wanted

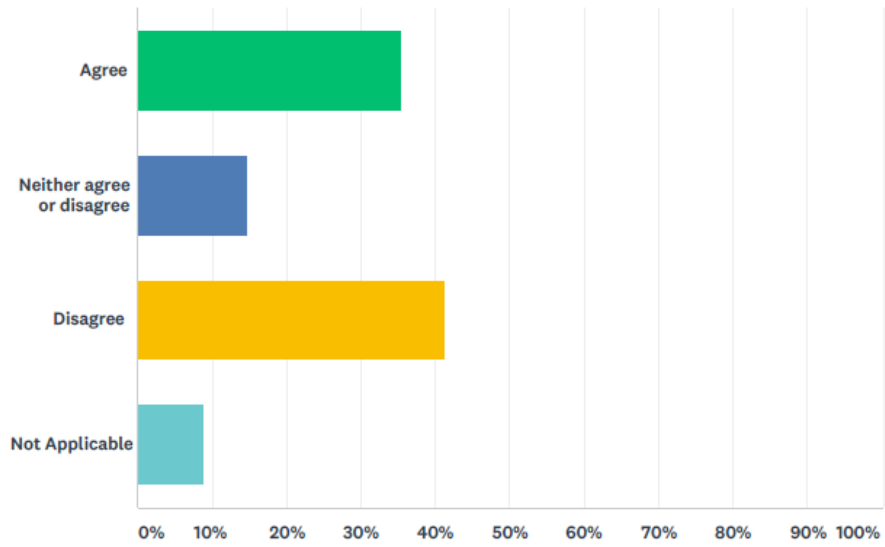
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	20.59%	7
Neither agree or disagree	20.59%	7
Disagree	44.12%	15
Not Applicable	14.71%	5
Total Respondents: 34		

Q11 Staff dealing with my complaint explained the complaints process

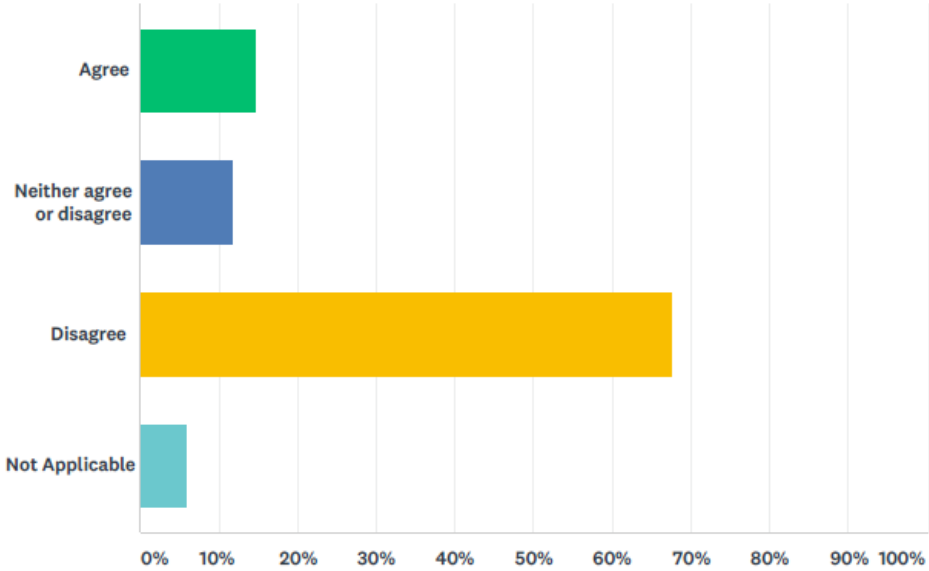
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES
Agree	35.29% 12
Neither agree or disagree	14.71% 5
Disagree	41.18% 14
Not Applicable	8.82% 3
Total Respondents: 34	

Q12 My complaint was handled in a timely manner and I was kept informed of any delays

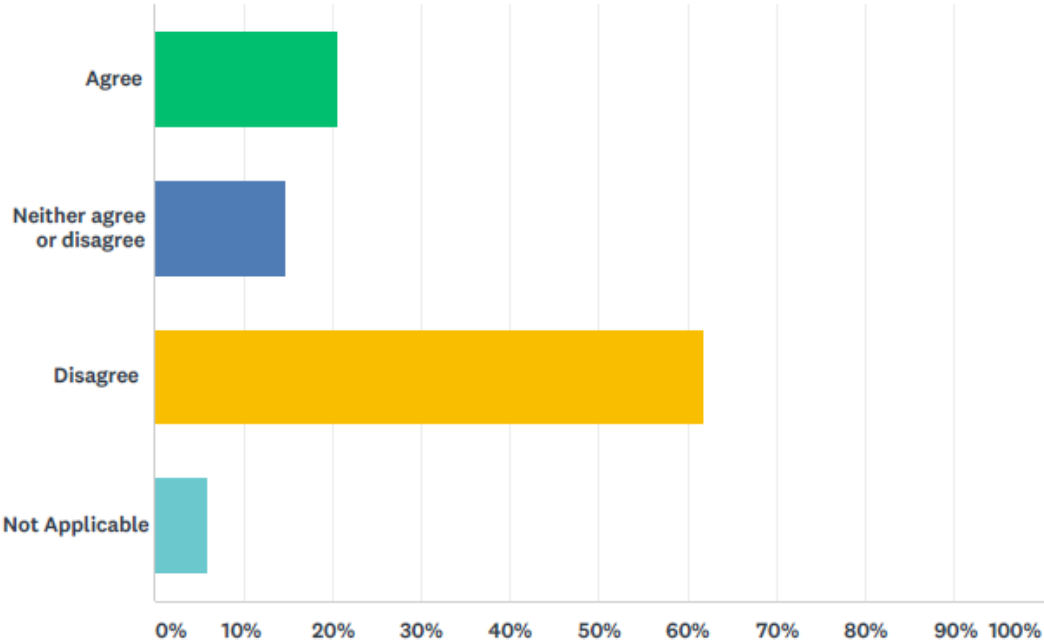
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	14.71%	5
Neither agree or disagree	11.76%	4
Disagree	67.65%	23
Not Applicable	5.88%	2
Total Respondents: 34		

Q13 All my complaint points were answered

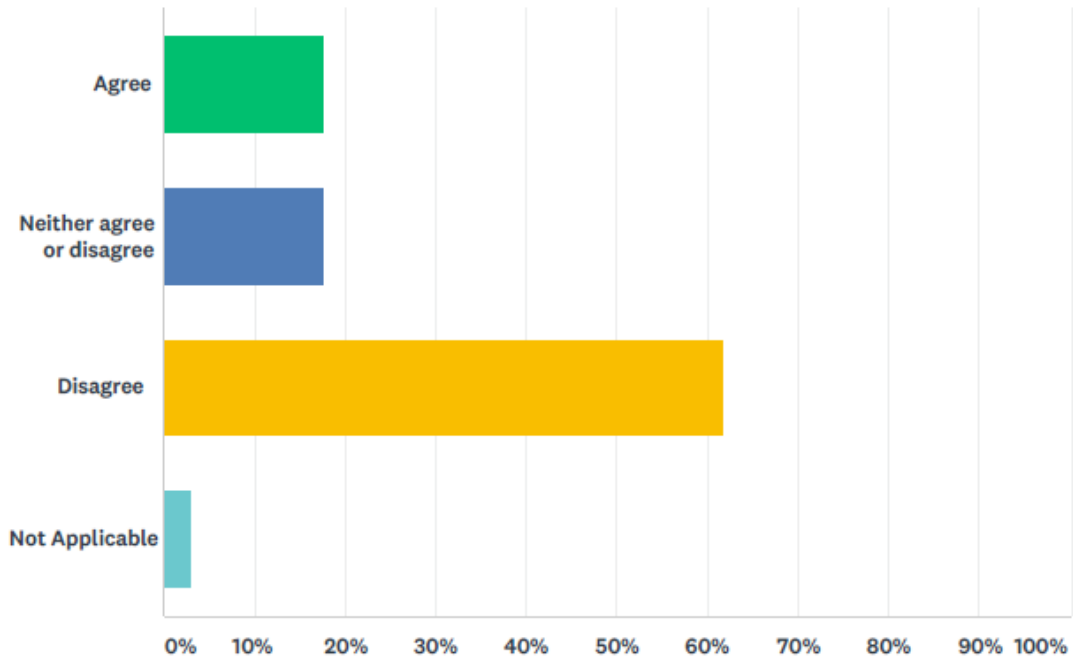
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	20.59%	7
Neither agree or disagree	14.71%	5
Disagree	61.76%	21
Not Applicable	5.88%	2
Total Respondents: 34		

Q14 It was clear what the outcome of my complaint was

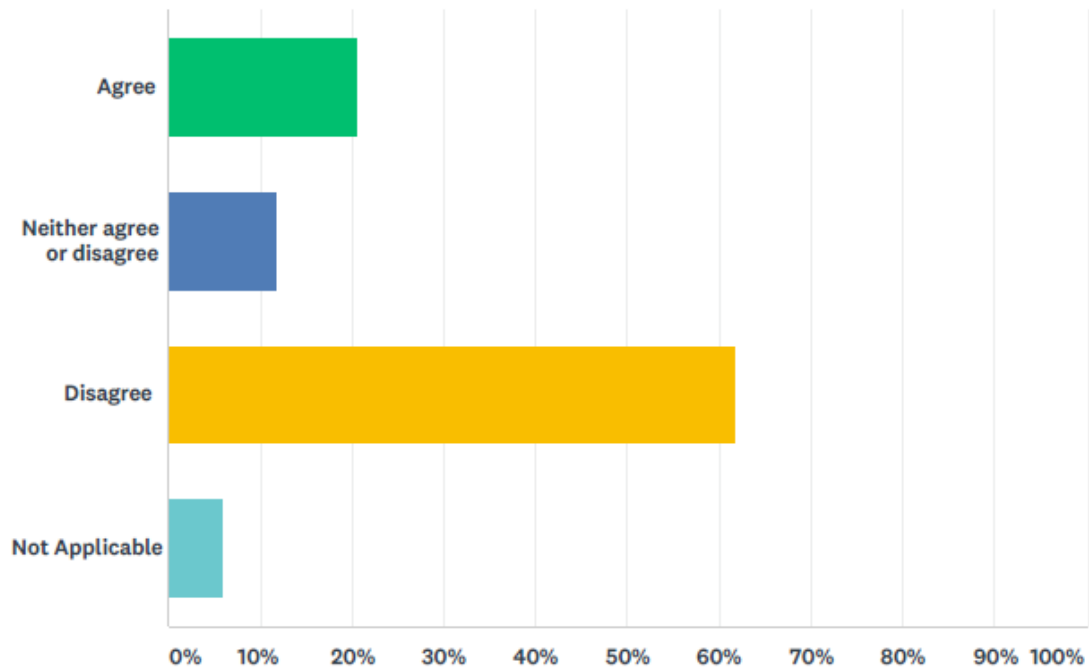
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	17.65%	6
Neither agree or disagree	17.65%	6
Disagree	61.76%	21
Not Applicable	2.94%	1
TOTAL		34

Q15 The reasons for the outcome were clear

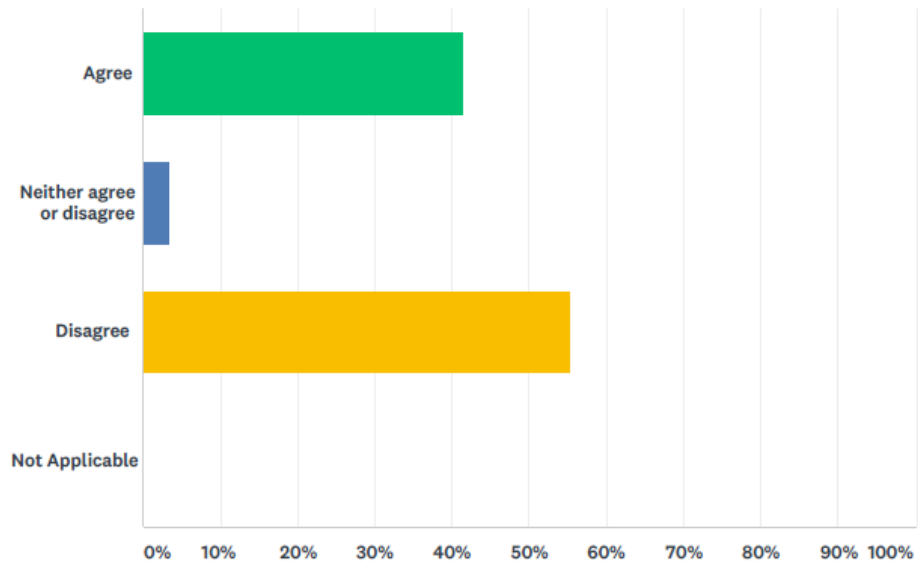
Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Agree	20.59%	7
Neither agree or disagree	11.76%	4
Disagree	61.76%	21
Not Applicable	5.88%	2
Total Respondents: 34		

Q16 I was offered an apology by the staff dealing with my complaint

Answered: 29 Skipped: 5



ANSWER CHOICES	RESPONSES	
Agree	41.38%	12
Neither agree or disagree	3.45%	1
Disagree	55.17%	16
Not Applicable	0.00%	0
TOTAL		29