



Turning Complaints into Gold



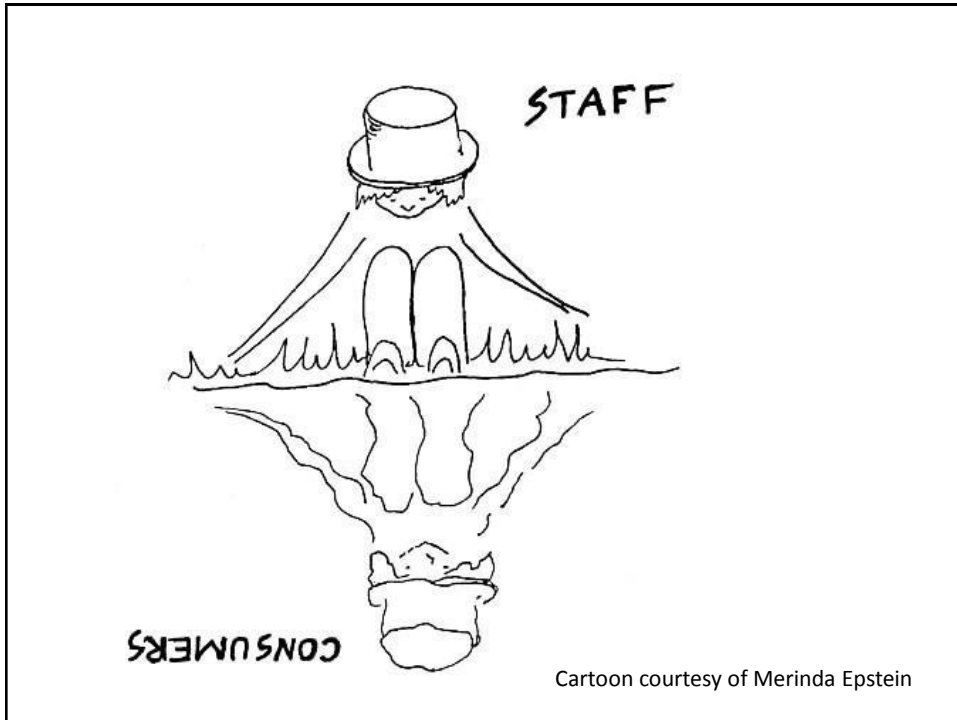
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Computer Says No!



<http://www.youtube.com/watch?v=ZDxIFQLOIV0&list=PL1nONoIDlwp0gVrbrjldNewuLhkwQCsi&index=5>

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At a Glance



- Located in City of Monash
- 4 Sites, 163 staff, about the same volunteers
- Over 15,000 consumers
- 11 million budget
- More than 40 different services/programs



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Such a Star!!



- 31 complaints



- 97 episodes of feedback

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Why is it so hard?



- A lack of fair procedures
- Failure to investigate complaints properly
- Failure to give adequate explanations
- **Failure to take account of the inherent imbalance of power between healthcare professionals and patients, including the patient's fear of retribution**
- **Lack of impartiality in organisations investigating their own conduct**
- **Absence of accountability to an external body**
- **Complaints handlers lack of necessary skills**
- High levels of dissatisfaction among complainants with all levels of the system

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Why is it so hard?



- It is unclear how, and difficult to raise complaints and concerns
- There is often a delay in responding to complaints and concerns
- Too often complainants receive a negative response
- Complainants do not seem to get a fair hearing
- Patients do not get the support they need when they want to complain

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Why is it so hard?



- The process does not provide the redress patients want
- There does not seem to be any effective way of learning from complaints in order to bring about improvements.

Reference:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/255615/NHS_complaints_accessible.pdf

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Cartoon courtesy of Merinda Epstein



So! WHICH OF THOSE COMPLAINTS
YOU THINK STAFF WILL BE HAPPY
FOR US TO MAKE? **DO**

Shining the light

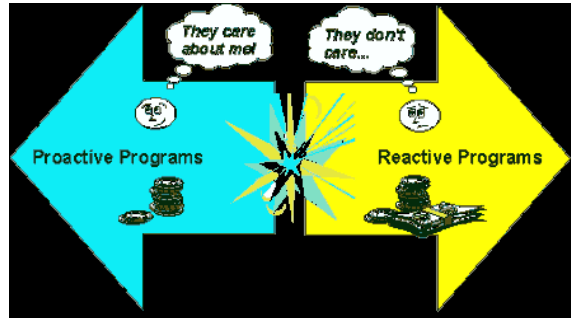
The Quality Improvement Committee



- Participatory
- Accountable
- Transparent
- Actioned

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But is that enough?



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Creating Better Access Pilot Project



- 10 audit tools
- Consumer driven
- Secret!
- Takes an Appreciative Inquiry approach
- Done annually
- Audit reports presented to Quality
- Actions documented

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