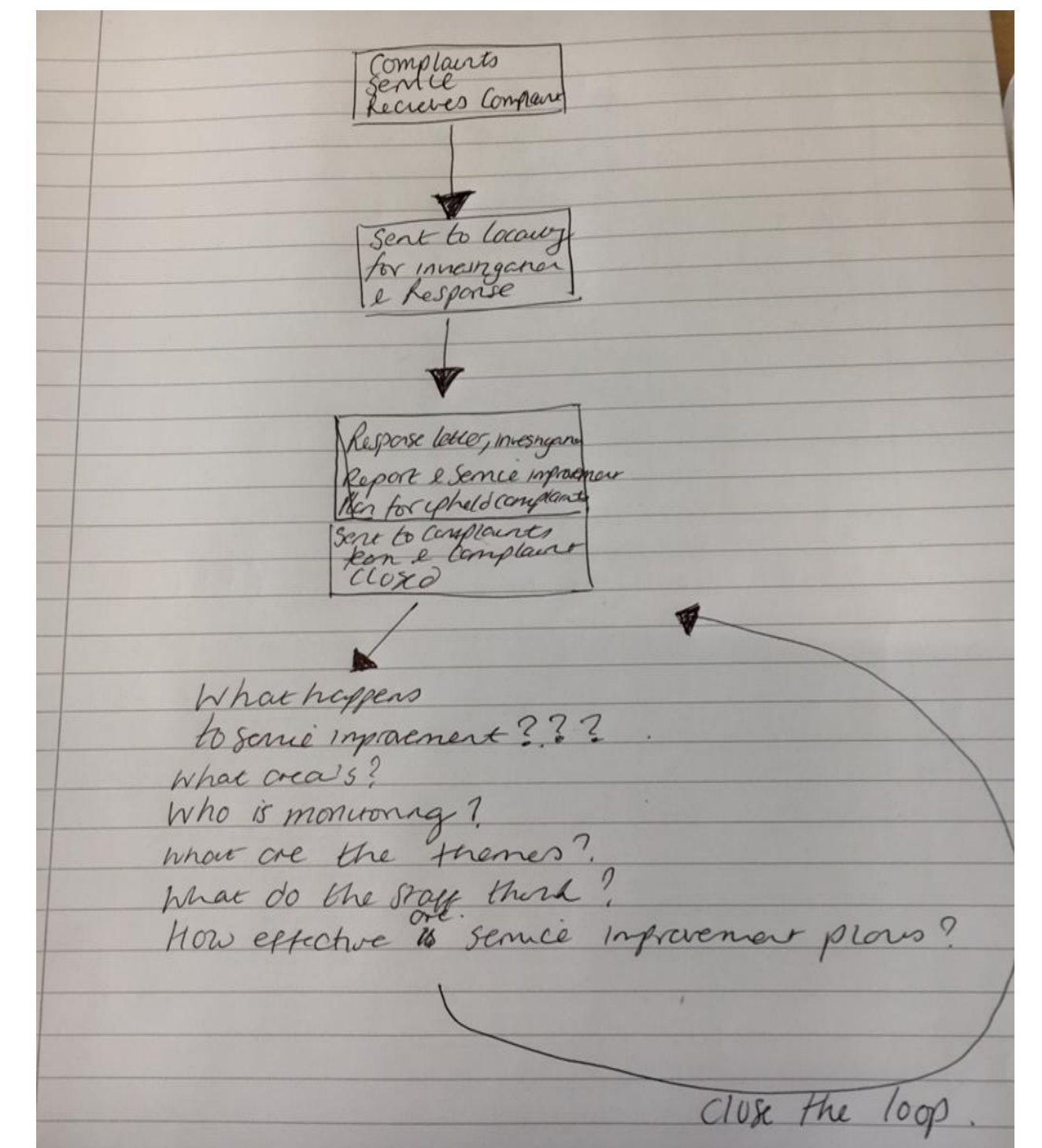


# Improving the Learning From Complaints; how effective are service improvement plans?

Mia McClure - Advice and Complaint Officer

## Quality issue / initial problem

“A key role in managing complaints is to ensure that organisational learning from complaints is captured and reported” (Scottish Public Services Ombudsman). On 1<sup>st</sup> April 2018 the complaints team introduced Service Improvement Plans to be completed for all Upheld and Partly upheld Stage 2 complaints (Our first change idea).



## Specific aim

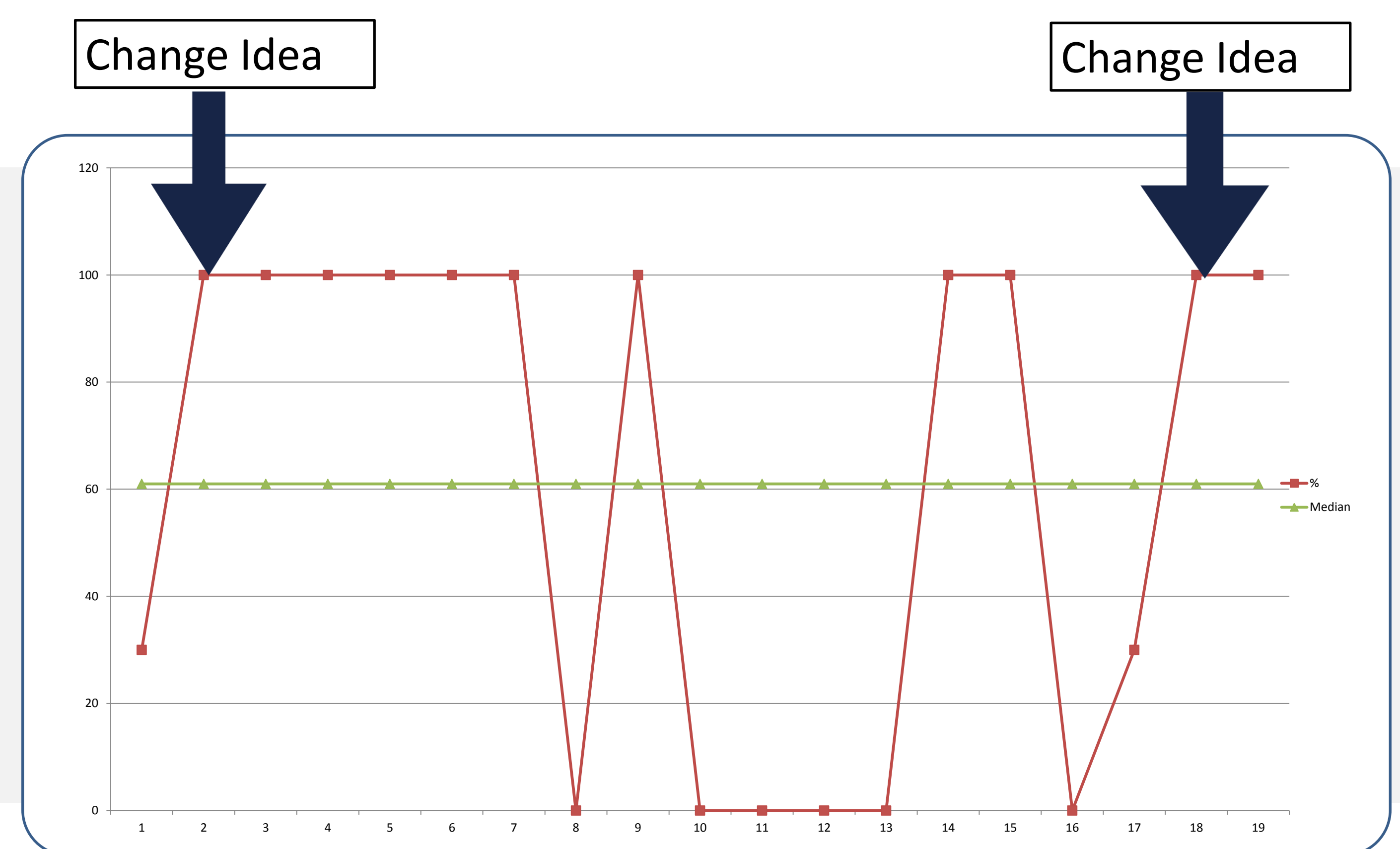
85% of all Individual and Team level actions to be completed within the agreed timescale in North West Locality

## Measurement of Improvement

**Process Measure:** 100% compliance with completion of Service Improvement Plans. **Currently at 86%**

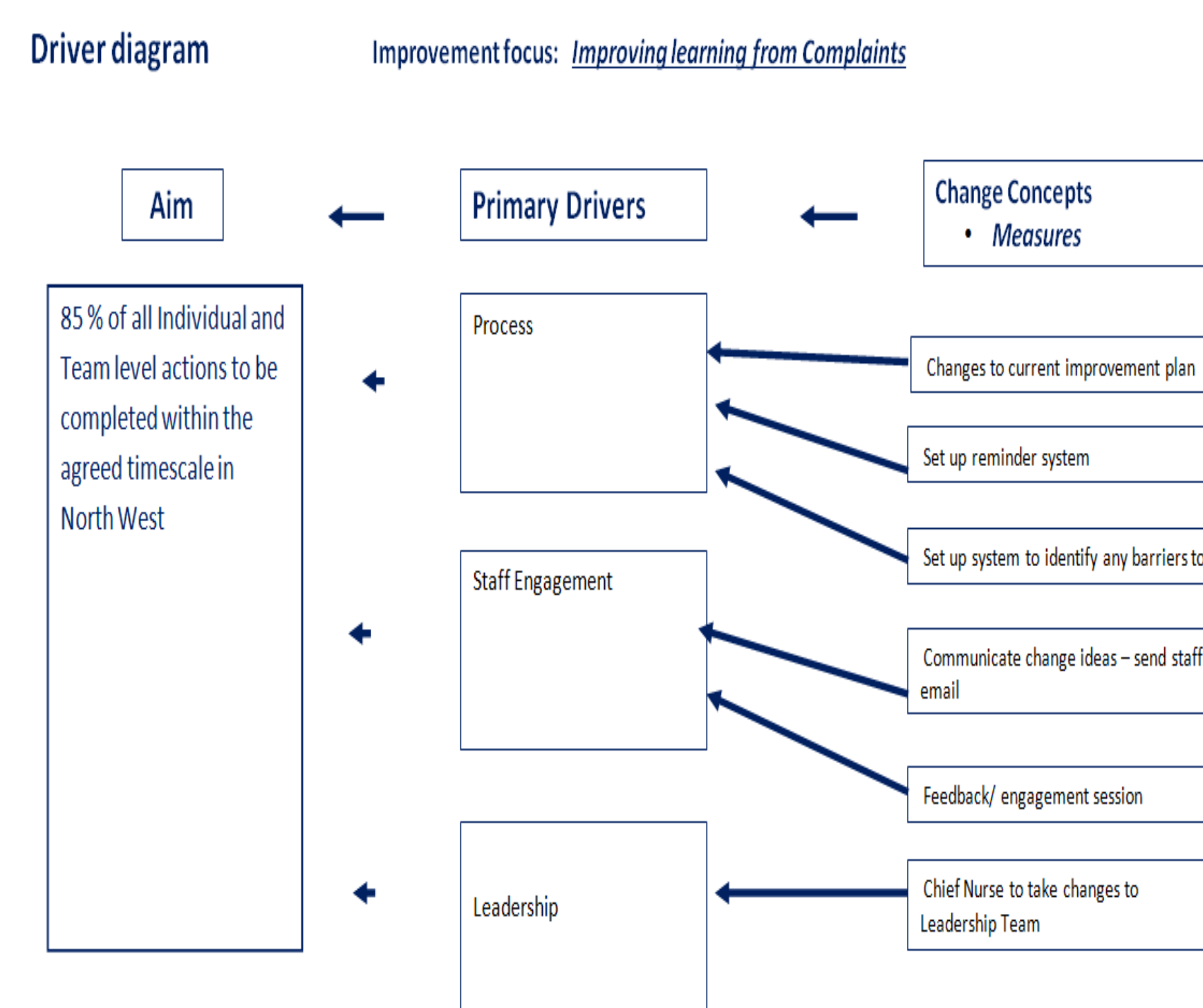
**Outcome Measure:** Individual and team level actions to be completed within timeframe. **Currently 61%**

**Balancing Measure:** Impact on staff time: Future



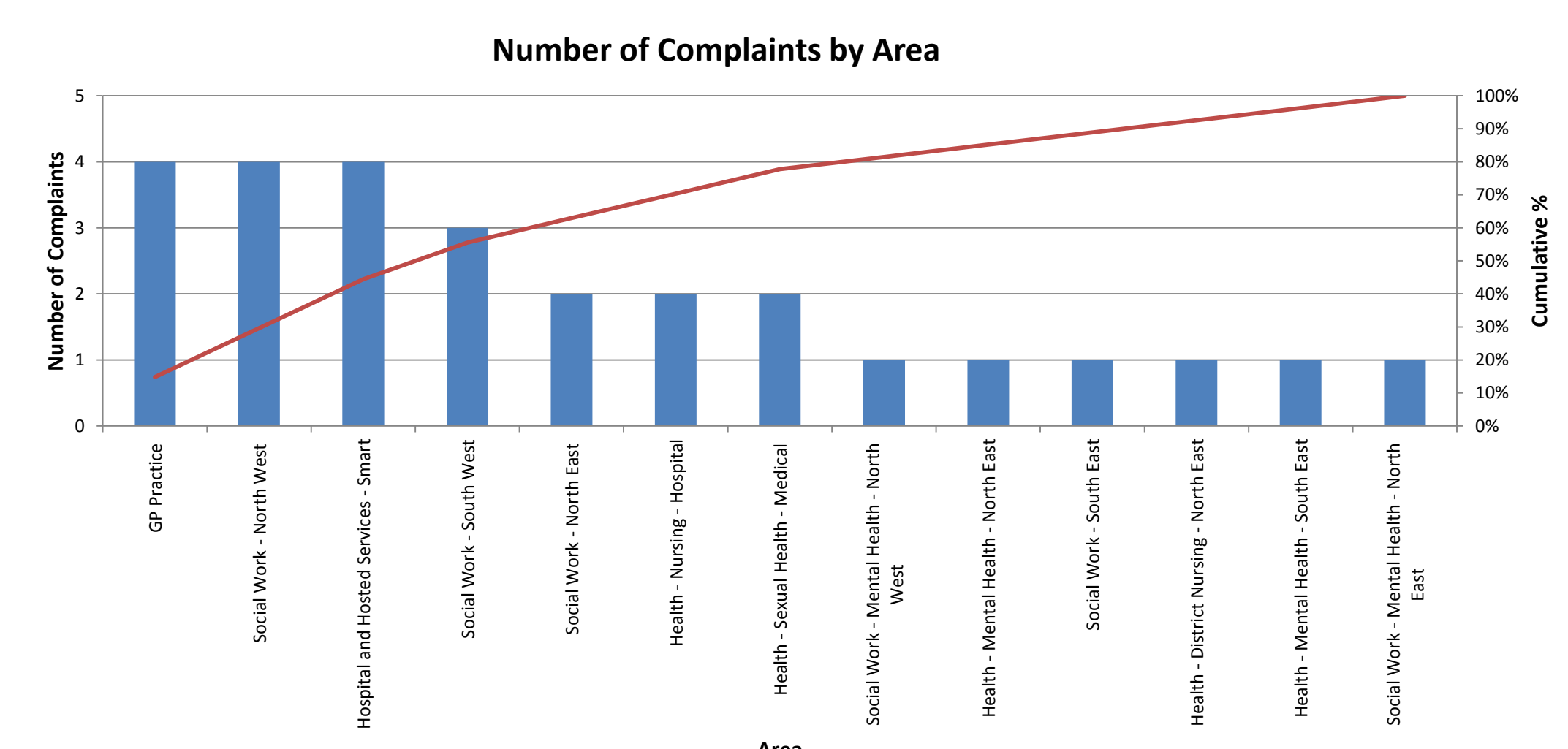
## Tests of change

- Introduction of Service Improvement Plans
- Do not close complaints until Service Improvement Plan received
- 1<sup>st</sup> September set up reminder system
- Set up system to identify barriers to completion
- Make changes to current improvement plan
- Communicate change ideas- send staff
- Chief Nurse to communicate changes to Leadership Team



## Tools

- Pareto Chart
- Run Chart
- Driver Diagram
- Process Chart



## Effects of change

Advice and Complaints will be able to effectively capture and report on the learning from complaints. I hope that in the future the learning from complaints can be viewed as a positive rather than a negative – cultural shift. Break down barriers

## Lessons learned and message for others

How to measure the effects of change – not as straightforward as it looks! Just getting on with it was the best advice

