















This data is reviewed and reported on a monthly basis under the Performance Assessment Framework (PAF) in conjunction with the Governance Support Unit.

## 8.0 Focus for the coming year 2017/18

**Aim 2017/18:** To continue to share learning from complaints and concerns for continued improvement across the Trust by participating in training sessions with more staff e.g. registrars.

**Aim 2017/18:** To further develop the Patient Experience Department's joint working with the Trust Improvement Group to implement learning from our feedback - concerns, complaints and patient feedback/questionnaires.

**Aim 2017/18:** To ensure that staff feel supported when responding to PALS and complaints, in line with the supporting staff policy.

**Aim 2017/18:** Ongoing support at directorate level for learning and quality improvement together with triangulation of complaints with incidents and risk awareness, as part of the safety and learning culture within the Trust.

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