



entry into the Book of Remembrance and just one stemming from family of an IPU patient that had no connection to patient care on the IPU.

- Overall, complaint numbers are generally very low.

The number of complaints that have been upheld in full or part following investigation have slightly decreased on last year yielding an 83% rate (c.f.89% in 2023/24, 80% in 2022/23, 92% in 2021/22 & 93% in 2020/21).

This should again be seen in a positive manner that continues to support the Hospice's receptiveness to exploring opportunities to learn and develop.

It is noted that there has been a maintained reduction in the clinical complaints founded in the Community at 6% in 2024/25 (c.f. 22% in 2023/24; 20% in 2022/23, c.f. 83% in 2021/22 and 57% in 2020/21), a significant decrease in those founded in the IPU at 0% in 2024/25 (c.f. 17% in 2023/24, 40% in 2022/23, c.f. 8% in 2021/22 and 29% in 2020/21) and, as mentioned an increase as proportion in those complaints founded in retail at 78% in 2024/25(c.f. 56% in 2023/24, c.f. 20% in 2022/23, 0% in 2021/22 and 14% in 2020/21). Communication, as distinct from care, presents as the dominant theme underlying the complaints received.

It was noted that the significance/severity of complaint remain low which is encouraging and re-enforces the Hospice's low threshold to report.

Responsiveness to complaints is maintained and compliant with policy.

[OP05 Feedback and Complaints Policy](#) in place was last reviewed on 24/11/2022 and supports the DATIX Feedback module that provides an electronic route for reporting complaints and feedback.

Review of individual complaints highlighted a variety of practice changes / learning that have been exacted/effected that included: -

1. To be aware of what can be heard by others when talking in the reception area
2. To ensure that reception staff are aware that families have access to the galley kitchen
3. Process for lottery collections post bereavement revised.
4. Affirmed adherence to policy on dealing with verbal abuse.
5. Provision of leaflet on 'Medicines used for symptom control'.
6. Retail team to be aware and find a pragmatic balance between open and shut doors and keeping warm.
7. Feedback to Britevox and education of canvassers.
8. Pricing policy reviewed.
9. Customer service and manner of communication.
10. Compliance with policy on receipt of donated items.
11. Security of waste bins
12. Affirmation of retail staffing policy
13. Checking product quality prior to sale
14. Heightened awareness of material on sale that may cause offense.

Communication remains a consistent area for improvement and development and efforts to support effective delivery in 2025/26 will include maintenance of information leaflet review and customer service training. Well supported initiatives such as EAS, Schwartz rounds, the staff e-newsletter will continue to play a valuable role in supporting staff and maintaining staff morale. Other initiatives in 2025/26 may include the offer of free massage to staff in St Bedes to support well-being,

departmental away days/evenings to support morale and team building and introduction of employee of the month awards to support wellbeing.

It was agreed that the Hospice's culture maintains its embrace of the value of feedback and attention was again afforded to the robust and responsive management of complaints from our Clinical Director and Commercial Director in 2024/2025.

It was agreed that given the low number of complaints review will remain as annual.

<b>Action</b>	<b>Lead</b>
Maintenance of information literature review	RT
Maintenance of customer training	S-JH
Publishing access to the Employee Assistance Scheme	NP
Maintenance of Schwartz rounds	RT
Maintenance of a staff e-newsletter	KB-W
Maintaining the importance of learning from complaints and constructive feedback	RT & S-JH
Consideration of department away events /days / evenings	EXEC
Consideration of ways to highlight staff achievements	EXEC