

# Request title: Patient Experience Department

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Date of Response: 5<sup>th</sup> October 2015

Further to your Freedom of Information request, the Trust has answered your questions in the order they appear in your request.

## Request and reply

### 1. What does your Patient Experience Department do?

The team which includes the Patient Experience Team & Patient Advice and Liaison Service (PALS) oversees the handling of all concerns and complaints within the Trust in line with Department of Health Guidance on complaints handling. This includes:

- Actively listening and responding to concerns, suggestions or queries to help make patients' experiences as easy as possible
- Provide information on NHS services
- Offer advice on the complaints service and provide information on how to seek independent advice anyone wishes to make a complaint
- Support individuals through an anxious time as a patient, relative, friend or visitor
- Feedback views to the Patient Experience Committee, Chief Executive and Trust Board on themes and learning from complaints
- Monitor any problems arising and identify any gaps in services in conjunction with the clinical and operational services
- Help the organisation learn from patients' experiences and comments
- Co-ordinate and support volunteers that work in the Trust
- Oversee the process for the National In-Patient Surveys, PROMS and Friends and Family results
- Oversees the Trust's ward and outpatient accreditation system for quality of care (Care Quality Assessment Tool)
- Facilitates the Translation and Interpretation Services for the Trust for patients and carers

### 2. How many people does it take to do it?

4.5 WTE (whole time equivalent) based in the Patient Experience Team and 3.2 WTE Complaints Leads based within the Divisions.

### 3. What is the annual cost of this department?

The annual budget for pay and non-pay is £304,623 for the Patient Experience Team only and does not include the pay costs for the Divisional Complaints Leads.