**LAS Complaints meeting – July 3rd 2018 – Note from Malcolm Alexander**

It will be a great struggle to move forward. I feel the resistance to change, which is

so deeply embedded in the organisation. We do need to collaborate with clear

objectives if complaints are going to become a source of inspiration and change

instead of being seen as a nuisance. We owe it to patients to ensure that their

complaints are seen as a source of development and progress for the LAS and for all patients.

Malcolm Alexander, Chair, Patients’ Forum for the LAS

**Response from Briony Sloper**

Thank you Malcolm, I agree the areas we have identified will definitely not be easy, many are linked to some entrenched cultural challenges as well as difficulties with existing reporting systems etc.

However I do think we are all in a brilliant position now to influence this and ensure it is driven forwards, the experience of the patient has to be at the centre of everything we do, we need better systems to understand who is complaining (and more importantly who is not!) and how the experience of raising a complaint feels to the individual and we can only do this by talking to complainants and understanding from their perspective how we can do better.

I feel this needs to be quite a big programme of work and has many different strands however, whilst time lines are important, the focus for me has to be on how accessible we are (improving this and demonstrating we have improved this) and how it feels to raise a complaint to this trust and go through the process including the feedback they receive on the impact the complaint has on wider organisational learning and practice change.

I think all of us have a history of taking challenging areas of work and making change happen and I see this as an area where we can deliver something really meaningful. Kaajal is currently writing up the feedback to put into a summary paper for us and the executive, I expect to then have a clear set of objectives and deliverables to review together, to agree and then start working on delivering!

Briony Sloper

Deputy Director of Nursing & Quality