

When the government published *Hard Truths*, its response to Robert Francis' inquiry into the failings at Mid Staffordshire NHS Foundation Trust, the Parliamentary and Health Service Ombudsman (PHSO), the Local Government Ombudsman (LGO) and Healthwatch England committed to developing a user-led 'vision' of the complaints system.

For more details and a copy of the full report, 'My expectations for raising concerns and complaints', please visit our website: www.ombudsman.org.uk
Any questions? Email: MyExpectations@ombudsman.org.uk



If you would like this document in a different format, such as Daisy or large print, please contact us.

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My expectations for raising concerns and complaints



Foreword

This vision aims to align the health and social care sector on what good looks like from the user perspective when raising concerns and complaints about health and social care. It also allows measurement of progress so that organisations can determine the action they need to take to improve.

We are pleased to share this summary, which sets out the outcome of that work. It demonstrates the powerful contribution that users of services can make when they have the opportunity to contribute to the design of what 'good' looks like. It builds on the work that has gone before, carried out by organisations such as the Patients Association and National Voices.

This work matters because it creates an 'outcomes framework' that the leaders of the health and social care system are already committing to implementing.

We are delighted that the Care Quality Commission (CQC) will use the framework in its new inspection regime, and that NHS England will also use it as a performance management tool to be built into the NHS Outcomes Framework. And closer to home, PHSO and the LGO will use the framework to improve the way we work by integrating the vision into principles of good complaint handling.

The vision forms part of Healthwatch England's wider programme of work on complaints, including a report which gives a series of recommendations for structural reform in complaint handling, and work to improve standards in health and social care complaints advocacy. Healthwatch England will also use the vision to support their national and local influencing work.

The collaboration of everyone working together to improve the way concerns and complaints are handled is inspiring. This is only the beginning. Over the coming period we hope that commissioners, providers, regulators and consumer groups will take the opportunity to give us feedback on the framework, consider how they will use it, and work with us on the next stages of development.

By the end of March 2015, we aim to have worked with the Department of Health Complaints Programme Board and others to develop measurement tools. These tools will enable the health and social care system to measure their impact on those wanting to raise concerns or make a complaint.

Ultimately, we want all service users to be able to say: 'I felt confident to speak up and making my complaint was simple. I felt listened to and understood. I felt that my complaint made a difference'.

This work is the first step to making this a reality.

Dame Julie Mellor, DBE
Chair and Health Service Ombudsman

Dr Jane Martin
Local Government Ombudsman

Anna Bradley
Chair, Healthwatch England

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A user-led vision for raising concerns and complaints

