

CCG31. Complaints Report: IMHS (Woodlands Resource Centre)

The committee considered a report by the Head of Integration which provided a deep dive in regard to complaints received between April 2019 – March 2020 about the Integrated Mental Health Service (Woodlands Resource Centre). In the period 10 complaints had been received. Of these 9 had not been upheld and 1 had been partially upheld. The complaint focussed on-

- Treatment/clinical – 3
- Staff attitude and behaviour – 4
- Staff communication – 2
- Date of appointment – 1

The report set out the lessons learned from the handling and review of the complaints.

Decision

The committee noted the report.