**Abstract**

Paula Brennan, Patient Experience Manager joined the Patient Experience Team in December 2020 and, whilst a senior manager for a long time, the patient experience processes were relatively new. When the opportunity came to express an interest in the PHSO Pilot it seemed a very logical thing to do. Discussion with the team was positive and we decided to express an interest. It was an unmissable opportunity to be part of standardising the complaints process for the Trust but a bigger opportunity for me to truly engage and understand the process.

During the gap analysis stage we were fortunate that, as a Trust, we were aligned to most of the standardised framework and this was refreshing and very reassuring. This also meant that change would be minimal and would assist with successfully getting buy in and engagement with the Board and our colleagues in the CDDFT care groups. All staff were included from the gap analysis stage so this was done from a Trustwide perspective, rather than only from the feelings of the Patient Experience Team. It was an opportunity for the team to hopefully change culture around the complaints process and standardise with the buy in of the whole team.

As the changes at CDDFT were minimal we are able to shift to the standardised framework very quickly, however we only rolled out to part of the Trust rather than across the board. This was done for the right reasons but on reflection we could have rolled out in full.

The training packages the PHSO offered were informative, relevant and very easy to engage with, all staff at CDDFT gave really positive feedback.

The pilot is now our day to day and we are seeing the benefits, such as less extensions to timescales as more realistic time frames are given, complaint quick resolutions (formerly PALS) increasing and formal complaints reducing which is really positive. We look forward to rolling out a training package for new staff and also refresher training for staff already trained in the future.

**Paula Brennan, Patient Experience Manager**

**Sam Sinclair, Patient Experience Officer**