

# Comments, Compliments and Complaints

When	04/05/2023
What	Enquiry form was not working correctly
Why	We had been working behind the scenes and changed a setting
What We Did About It	As soon as we had this highlighted we were able to fix it and we thanked the person who told us

When	04/05/2023
What	ADHD preassessment form not working correctly limiting options to add additional information
Why	Settings were not correct
What We Did About It	Changed the settings and thanked the person highlighting this to us

When	05/05/2023
What	Comment from a client: "Divergence's approach to continuous improvement (candour, learning from mistakes, innovation, and learning from others) was actually one of the things which jumped out for me when looking into services. Also, that your team has a lot of lived experience of neurodivergence which is sometimes what other services sadly lack. From the website, your email, and the assessment with Sara I came away with the impression your team cares about the big and small things (even down to tweaking a form) and wants to make the journey as accessible, positive, and supportive for clients as possible. That really shines through."
Why	We listened to their feedback and acted on their comments.
What We Did About It	We made changes to our systems but also planned to discuss the issue of when to seek consent to share information with GP's at our next clinical meeting.

When	13/05/2023
What	Delay at pharmacy led to distress and our client feeling that there was a problem.
Why	The pharmacist was completing additional checks as they were not familiar with divergence prescribers, being a new service. The pharmacist was doing their job of checking the prescription but did not keep the patient informed.
What We Did About It	<ul style="list-style-type: none"> <li>We contacted the pharmacy and discussed what happened. There was a delay which led to a wait and this was not effectively communicated.</li> <li>We have shared some information about communication with people with ADHD. We have revised our information provided about pharmacy visits.</li> <li>We continue to recommend using our partner courier service for dispensing of medications</li> </ul>

When	09/05/2023
What	Unauthorised access to clinical records
Why	A contractor accessed records which they were not authorised to access
What We Did About It	<ul style="list-style-type: none"> <li>We locked their access to the system</li> <li>We ended their contract</li> <li>We worked with the Information Commissioner, Nursing &amp; Midwifery Council and Royal College of Nursing to attempt local resolution but were unable</li> <li>ICO and NMC took the investigation forward</li> <li>We reviewed the clinical records system access and information governance policy to ensure that we did everything possible to secure information.</li> <li>Ultimately we cannot prevent registered clinicians accessing records and rely on their professionalism</li> <li>Should we be updated on the investigations by NMC and ICO we will publish what findings we can here</li> </ul>

When	28.06.2023
What	Dissatisfied with service and report, incorrect spelling of name and that they were emailed follow up with the incorrect service
Why	ot happy with the amount email received explaining delay to letter, not happy with content of letter and that their name had been spelt incorrectly and wrong follow up pathway had been sent.
What We Did About It	Person was emailed to acknowledge complaint and further information was requested. <ul style="list-style-type: none"> <li>• Discussed in business meeting 14/7/2023 for staff to be mindful of presentation of letters I.e. names. Reminder re turnaround time for letters and adding consultation and to be mindful of correct pathway when sending follow up emails</li> </ul>

When	17/11/23
What	Patient dissatisfied with content of assessment report
Why	Wanted certain elements removed from report and rewording of other elements
What We Did About It	<p>We redrafted the report</p> <p>We changed the template standard to be clearer for staff to understand what information should be included and where to put it so that the report is clear.</p> <p>We reviewed the processes and made some minor changes</p>

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What We Did About It	

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What We Did About It	